



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

June 14, 2019

Tamika Ruth  
514 S. Ortman Street  
Saginaw, MI 48601

RE: License #: AS730377214  
Investigation #: 2019A0572026  
Annie's Home Care

Dear Ms. Ruth:

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 (810) 787-7031.

Sincerely,

A handwritten signature in black ink that reads "Anthony Humphrey". The signature is written in a cursive style with a large, looping flourish at the end of the name.

Anthony Humphrey, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(810) 280-7718

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS730377214
<b>Investigation #:</b>	2019A0572026
<b>Complaint Receipt Date:</b>	04/24/2019
<b>Investigation Initiation Date:</b>	04/26/2019
<b>Report Due Date:</b>	06/23/2019
<b>Licensee Name:</b>	Tamika Ruth
<b>Licensee Address:</b>	514 S. Ortman Street Saginaw, MI 48601
<b>Licensee Telephone #:</b>	(989) 714-1271
<b>Administrator:</b>	Tamika Ruth
<b>Licensee Designee:</b>	N/A
<b>Name of Facility:</b>	Annie's Home Care
<b>Facility Address:</b>	514 N. Warren Avenue Saginaw, MI 48607
<b>Facility Telephone #:</b>	(989) 401-7835
<b>Original Issuance Date:</b>	11/16/2015
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/16/2018
<b>Expiration Date:</b>	05/15/2020
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff only allow residents to speak on the phone for five minutes at a time.	No
Resident A buys her own groceries at times and in December a staff ate her groceries.	No
Residents are made to go into their bedrooms at 7:30pm and cannot come out until 8:00 am the following morning.	Yes
Resident A's laundry has not been done by staff for three months. It is unknown if other residents' laundry is being done.	No

**III. METHODOLOGY**

04/24/2019	Special Investigation Intake 2019A0572026
04/26/2019	Special Investigation Initiated - Telephone Licensee, Tamika Ruth.
05/07/2019	Contact - Face to Face Licensee, Tamika Ruth, Resident A & B, Occupant, Terry Bulger.
05/31/2019	Exit Conference Licensee, Tamika Ruth.
05/31/2019	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION:**

Staff only allow residents to speak on the phone for five minutes at a time.

**INVESTIGATION:**

On 04/24/2019, the local licensing office received a referral from Adult Protective Services (APS). APS did not investigate the complaint.

On 04/26/2019, contact was made with Licensee, Tamika Ruth regarding the residents in the home and info regarding another investigation (2019A0572024) that was in process.

On 05/07/2019, an unannounced onsite was conducted at Annie's Home Care, located in Saginaw County, Michigan. An interview was conducted with Resident A & B, Occupant, Terry Bulger. Licensee, Tamika Ruth gave me a private room to conduct my interviews in.

On 05/07/2019, an interview was conducted with Resident A in regard to an allegation that Staff only allow residents to speak on the phone for five minutes at a time. Resident A indicated that this allegation is true. She informed that this was a house rule but was not sure why.

On 05/07/2019, an interview was conducted with Occupant, Terry Bulger in regard to an allegation that Staff only allow residents to speak on the phone for five minutes at a time. Mr. Bulger informed that this was true for each call because the phone is a business phone. He indicated that when important calls come in from doctors, case managers, hospital, etc., the residents don't click over, or they don't know how to. Then they get in trouble because they are not responding to phone calls and can't be reached.

On 05/07/2019, an interview was conducted with Resident B in regard to an allegation that Staff only allow residents to speak on the phone for five minutes at a time. Resident B indicated that they are all able to use the phone whenever they want to. He had not noticed it being a time limit for phone usage. Resident B informed that he sometimes be on the phone for well over 5 minutes.

On 05/31/2019, an interview was conducted with Licensee, Tamika Ruth in regard to an allegation that Staff only allow residents to speak on the phone for five minutes at a time. She denied this allegation and indicated that residents can use the phone whenever they need to, but not for very long periods of time because it's her business line. The residents have access to the business line and her cellphone, but the facility receive calls from both phones. There's no set time limit, but if a resident has been on the phone for about 30 minutes and another resident has to use the phone, she'll ask them to give someone else a turn. Another issue is that when the residents are using the phone, they will hear another call trying to come through, but they don't click over. She would find out later that someone was trying to call the facility. Ms. Ruth took all the residents to get free government phones

except for one resident who does not have anyone to call. But they still have access to her phones if necessary.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</b></p> <p><b>(e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.</b></p>
<b>ANALYSIS:</b>	<p>Resident A informed that they only receive 5 minutes and Mr. Bulger indicated that this was true as well due to it being a business line. Resident B never knew there was a time frame and informed that he's been on the phone for well over 5 minutes without a problem. Ms. Ruth informed that there is no 5-minute rule, but because the residents will be using the house phone, the facility will miss phone calls because they do not click over. She took the residents to get free government phones, but still allow for them to use the business line or her cellphone if they need to.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

Resident A buys her own groceries at times and in December a staff ate her groceries.

**INVESTIGATION:**

On 05/07/2019, an interview was conducted with Resident A in regard to an allegation that Resident A buys her own groceries at times and in December a staff ate her groceries. Resident A indicated that sometimes she buys her own groceries and sometimes somebody eats it. She believes that Occupant, Terry Bulger is the person who eats her groceries.

On 05/07/2019, an interview was conducted with Occupant, Terry Bulger in regard to an allegation that Resident A buys her own groceries at times and in December a staff ate her groceries. Mr. Bulger denies eating her food and indicated that whenever somebody buys food, it is separated. Mr. Bulger was not aware of anyone eating Resident A's food.

On 05/07/2019, an interview was conducted with Resident B in regard to an allegation that Resident A buys her own groceries at times and in December a staff ate her groceries. Resident B denied the allegation and indicated that the facility provides everyone with food. This is the first time that Resident B has heard of this being an issue. Resident B denies eating Resident A's groceries.

On 05/07/2019, an interview was conducted with Licensee, Tamika Ruth in regard to an allegation that Resident A buys her own groceries at times and in December a staff ate her groceries. Ms. Ruth indicated that Resident A does not buy any groceries. Ms. Ruth informed that they have a resident who would eat your food if you leave it unattended, but she has reimbursed Resident A for those few times that it did happen. Resident A will sometimes forget about her food when she goes to program and has to be reminded that she took her food with her to program because she'll blame others for taking her food.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights: (o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</b>
<b>ANALYSIS:</b>	There is not enough evidence to suggest that someone is taking Resident A's food. Mr. Bulger denies doing this and indicated that when a resident purchase food, it is separated. Resident B also denies the allegation and indicated that the facility provides them with food.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

Residents are made to go into their bedrooms at 7:30pm and cannot come out until 8:00 am the following morning.

**INVESTIGATION:**

On 05/07/2019, an interview was conducted with Resident A in regard to an allegation that residents are made to go into their bedrooms at 7:30pm and cannot come out until 8:00am the following morning. Resident A informed that this allegation was true and that they have to be upstairs by 8pm at night and can't come back down until 8am.

On 05/07/2019, an interview was conducted with Occupant, Terry Bulger in regard to an allegation that residents are made to go into their bedrooms at 7:30pm and cannot come out until 8:00 am the following morning. Mr. Bulger indicated that he resides on the 1<sup>st</sup> floor of the home. The residents have to go upstairs in their bedroom at 8pm so that they won't be able to tell lies on him. When there's two people working, they don't have to worry about anyone lying on him. The residents still have to go upstairs at 8pm, even if there are two staff working. The residents can stay up as long as they want to, they just have to be upstairs by 8:00pm.

On 05/20/2019, an interview was conducted with Resident C at Community Mental Health in regard to an allegation that residents are made to go into their bedrooms at 7:30pm and cannot come out until 8:00 am the following morning. Resident C indicated that all of the residents had to be upstairs in their bedrooms by 8pm and can't come downstairs until in the morning.

On 05/20/2019, an interview was conducted with Resident D at Community Mental Health in regard to an allegation that residents are made to go into their bedrooms at 7:30pm and cannot come out until 8:00 am the following morning. Resident D indicated that this is the worst part of the home. They all have to go upstairs at 8pm. They can only come out their rooms to use the restroom, which is also upstairs. They are not able to come down until 8am.

On 05/31/2019, an interview was conducted with Licensee, Tamika Ruth in regard to an allegation that residents are made to go into their bedrooms at 7:30pm and cannot come out until 8:00 am the following morning. Ms. Ruth denied this allegation and indicated that they have a curfew, but not a time for residents to go to bed. She informed that they have to be home by 8pm but they can be upstairs or downstairs any time they want.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</b> <b>(d) Confine a resident in an area, such as a room, where egress is prevented, in a closet, or in a bed, box, or chair or restrict a resident in a similar manner.</b>



<b>ANALYSIS:</b>	There is enough evidence to suggest that there was in fact a time in which all of the residents had to be in their bedrooms. Residents A, B, C & D and Mr. Bulger all indicated that 8pm is the time that residents have to go to their bedrooms.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

Resident A's laundry has not been done by staff for three months. It is unknown if other residents' laundry is being done.

**INVESTIGATION:**

On 05/07/2019, an interview was conducted with Resident A in regard to an allegation that her laundry has not been done by staff for three months. Resident A indicated that her laundry had not been done in three months because the weather was bad, and it was too cold to take to the laundry mat. Resident A indicated that there is no washer or dryer in the home so no one's clothes had been laundered. Resident A's clothes were observed during the interview. They appeared to be cleaned and did not have any odor.

On 05/07/2019, an interview was conducted with Occupant, Terry Bulger in regard to an allegation that Resident A's laundry has not been done by staff for three months. Mr. Bulger informed that the laundry is getting done and indicated that Licensee, Tamika Ruth does the laundry at the Laundromat down the street. The last time the clothes were at the laundromat was about 4 days ago and everybody's clothes were washed.

On 05/07/2019, an interview was conducted with Resident B in regard to an allegation that Resident A's laundry has not been done by staff for three months. Resident B indicated that Licensee, Tamika Ruth does the laundry for the residents. He was not aware of where it was being done at but indicated that everybody in the household gets their laundry taken care of by Ms. Ruth. Resident B's clothing was observed, and they appeared to be clean.

On 05/31/2019, an interview was conducted with Licensee, Tamika Ruth in regard to an allegation that Resident A's laundry has not been done by staff for three months. Ms. Ruth indicated that she does all of the laundry at a laundromat down the street every Sunday. When asked why she does not do the laundry at home, she informed that it's just quicker to take each residents pile of laundry, put them in their own separate washer, come back to the facility and then go back to the laundromat to dry them. She indicated that she does have a washer and dryer, but she would have to wash everyone's clothes separately and that would take the entire day. Ms. Ruth was told to consider given each Resident a wash day, so she won't have to wash every residents clothing on the same day. Ms. Ruth showed me pictures of Resident A's bedroom. There were clothes and trash all over the floor. Se indicated

that Resident A keeps her room like this, and she has to go in there to help clean it up.

<b>APPLICABLE RULE</b>	
<b>R 400.14404</b>	<b>Laundry.</b>
	<b>A home shall make adequate provision for the laundering of a resident's personal laundry.</b>
<b>ANALYSIS:</b>	Resident A indicated that allegation is true that her clothes had not been laundered in three months, however; Resident A, B, Mr. Bulger and Ms. Ruth all denied this allegation. They all agreed that Ms. Ruth washes everyone's clothing. Those that were interviewed, their clothing appeared to be clean.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 05/31/2019, an Exit Conference was held with Licensee Tamika Ruth regarding the findings of the investigation. She informed that she will take care of the Corrective Action Plan as soon as she receives the report.

**IV. RECOMMENDATION**

I recommend no change to the licensing status of this small adult foster care group home, pending the receipt of an acceptable corrective action plan (Capacity 1-6).

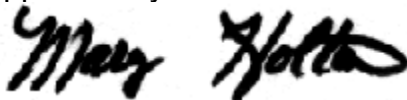


06/14/2019

Anthony Humphrey  
Licensing Consultant

Date

Approved By:



06/14/2019

Mary E Holton  
Area Manager

Date