



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 26, 2019

Michelle Whitney  
4634 Shoemaker Road  
Almont, MI 48003

RE: License #: AF440337509  
Investigation #: 2019A0572011  
Whitney Family Care

Dear Mrs. Whitney:

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 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 (989) 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.

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>	AF440337509
<b>Investigation #:</b>	2019A0572011
<b>Complaint Receipt Date:</b>	12/28/2018
<b>Investigation Initiation Date:</b>	01/02/2019
<b>Report Due Date:</b>	02/26/2019
<b>Licensee Name:</b>	Michelle Whitney
<b>Licensee Address:</b>	4634 Shoemaker Road Almont, MI 48003
<b>Licensee Telephone #:</b>	(248) 830-1045
<b>Name of Facility:</b>	Whitney Family Care
<b>Facility Address:</b>	4634 Shoemaker Road Almont, MI 48003
<b>Facility Telephone #:</b>	(248) 830-1045
<b>Original Issuance Date:</b>	04/23/2013
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/15/2017
<b>Expiration Date:</b>	10/14/2019
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A was sent to his day program with a broken wrist & when the licensee was contacted and asked to transport him to the hospital they stated they could not come get him and had no backup plan to help him.	Yes

**III. METHODOLOGY**

12/28/2018	Special Investigation Intake 2019A0572011
01/02/2019	Special Investigation Initiated - Letter Complainant.
01/02/2019	Contact - Telephone call made Complainant.
01/02/2019	Contact - Face to Face Attempted Onsite.
01/20/2019	Contact - Document Sent Complainant.
01/20/2019	Contact - Document Received Complainant.
01/22/2019	Contact - Face to Face Resident A.
02/14/2019	Contact - Face to Face Member of Household.
02/22/2019	Contact – Telephone call made Licensee, Michelle Whitney.
02/22/2019	Contact – Telephone call made Human Resource Manager of Growth & Opportunity program, Ms. Ashley Fanson.
02/22/2019	Contact – Telephone call made Training Coordinator of Growth & Opportunity program, Alisha Miller.

02/22/2019	Contact - Document Received Licensee, Michelle Whitney.
02/23/2019	Contact - Document Received Human Resource Manager of Growth & Opportunity program, Ms. Ashley Fanson.
02/25/2019	APS Referral Made Licensing made APS referral.
02/25/2019	Exit Conference Licensee, Michelle Whitney.

**ALLEGATION:** Resident A was sent to his day program with a broken wrist & when the licensee was contacted and asked to transport him to the hospital they stated they could not come get him and had no backup plan to help him.

**INVESTIGATION:** On 12/28/2018, the local licensing office received a complaint for investigation. An Adult Protective Services (APS) referral was made.

On 01/02/2019, contact was made with the complainant via email and phone. The complainant informed me that the owner(s) have jobs so there are times when they may not be home. The complainant also informed me that Resident A attends a day program and will send me the name and address of the program via email.

On 01/02/2019, an unannounced inspection was made to Whitney Family Care, located in Lapeer County, Michigan. There was no one home at the time of this.

On 01/20/2019, another contact was made with the complainant, who confirmed that Resident A is scheduled to be attending day program all week but indicated to call to see if he is present before going out to see him.

On 01/22/2019, I met with Resident A at his day program to conduct an interview with him regarding allegations that the Licensee sent him to work with a broken wrist. Resident A had a cast on his left hand on the date of the interview. Resident A informed me that he was not too careful getting out of the shower and took a hard fall and broke his hand in two places. Resident A denies previous falls or having a history of losing his balance. Resident A indicated that he is capable of taking showers on his own and does not need any assistance. Resident A explained that he had slipped off of a towel that was on the floor and fell on his back and hand. He informed me that his back was hurting but it is okay now. Resident A stated that the owners of the home were present when he fell, so he told them what happened. The Licensee, Michelle Whitney gave him an icepack, but no pain medication. The licensees thought that he was fine, although his hand was swollen. Resident A stated that he thought he was fine too. The next day Resident A's hand got worse

and he was unable to fasten his pants. He showed both Mr. and Mrs. Whitney his hand and Mr. Whitney informed him that he'll be fine. Resident A went to his day program that morning and was eventually taken to the hospital by a staff person of the program (Growth and Opportunity). Mr. and Mrs. Whitney did not take him because they thought he would be fine. Staff at the program called Whitney Family Care and Mr. Whitney was home but was unable to transport Resident A to the hospital because he was the only staff at the facility. Resident A denied that he has been sent to his day program with injuries or illnesses in the past. He informed me that when he has problems with his stomach, the facility has let him stay home.

On 02/14/2019, an unannounced inspection was made at Whitney Family Care. Present was Household Member, Austin Whitney. Mr. Austin Whitney is the son of the Licensee. He informed me that he was out of town from 12/23/2018 until 01/01/2019, but he knew about Resident A's injury because when he returned home, he noticed the cast on Resident A's hand and asked what happened. Mr. Austin Whitney informed me that Resident A told him that he fell out of the shower and his parents told him the same thing. Mr. Austin Whitney stated that Resident A is not a fall risk, but he gets a little hurried and frantic sometimes. He denied that Resident A has fallen before. Ms. Austin Whitney informed me that he does not know if his parents realized that he had broken his wrist. He stated that his parents did not take Resident A to the hospital for that reason and believes that someone from Resident A's day program had taken him to the hospital and that was most likely when his parents found out that he had broken his wrist. Mr. Austin Whitney stated he does not know if anyone from Resident A's day program tried to contact his parents to transport Resident A to the hospital because he was not home during the incident. It's possible that they could of both been at work, but he does not know for certain. Mr. Austin Whitney stated he did not know who the Responsible Person is for the facility but assumed that it would be either of his parents. Mr. Austin Whitney is not aware if his parents are difficult to contact while at work. He believes that the day program staff have both of their cellphone numbers.

On 02/22/2019, contact was made with Licensee, Michelle Whitney to conduct an interview with her regarding allegations that she sent Resident A to work with a broken wrist. Mrs. Whitney informed that she had heard a noise upstairs which sounded like a fall, so she went upstairs to see what happened. Resident A explained that he was putting on his pants when he slipped and fell. He tried to brace his fall and hurt his hand in the process. Resident A reportedly told Ms. Whitney that it only hurt a little bit. At the time of the incident, it did not appear to be swollen. This occurred right after Christmas as the residents were with family during Christmas. After the fall, they went down stairs and opened Christmas gifts and he was given an ice pack during bed time. The next morning, her husband, Mr. Brandon Whitney got up with the residents and Resident A indicated that his hand was hurting. He was asked on a scale from 1-10, what was the pain level, but he didn't know how to answer it, so he was asked to describe the pain and he stated, "A little bit of pain." Mr. Whitney did a Range of Motion with Resident A's hands and fingers and he was able to move them and did not show any signs of serious pain.

His hand did look a little swollen, but it was not abnormal. Mr. Whitney gave Resident A a Motrin and he got on the bus to be transported to his day program. Resident A never mentioned that he thought that he needed to go to the hospital. Ms. Whitney received a call from day program staff indicating that they believe that Resident A needed to go to the hospital due to his hand injury. Ms. Whitney indicated the day program staff that she works in Troy, Michigan; which is an hour away from Resident A and she had a report that she had to complete which was going to take approximately another hour to complete. She was going to take him to the hospital, but it was going to take her 2 hours to get to Resident A. The worker at the day program offered to transport Resident A to the hospital, so she accepted their offer. I asked Ms. Whitney if the day program staff have the phone numbers of the listed Responsible Person and/or any of the family members of Resident A, in case of emergencies. She stated that they did not and informed me that she will give it to them today because Resident A has two family members that are very active in his life and the Responsible Person would have been available to transport Resident A if she had been called.

On 02/22/2019, contact was made with Human Resource Manager of Growth & Opportunity program, Ms. Ashley Fanson regarding allegations that Resident A was sent to work with a broken wrist. She stated that this did occur, and she was made aware of this by her Training Coordinator, Alisha Miller. Ms. Fanson informed me that they offered to transport Resident A to the hospital because Ms. Whitney was not in town and they didn't want him (Resident A) to have to wait. While in the Triage, Resident A informed staff that it was hurting a lot. Resident A is the type to downplay anything negative, but he indicated that he was in a lot of pain. She was informed by the doctor that he received a fracture in two places, and they wanted the AFC home to have Resident A be seen by an Orthopedic Doctor immediately. Ms. Whitney called today and gave them some additional emergency contact numbers.

On 02/22/2019, contact was made with Training Coordinator of Growth & Opportunity program, Alisha Miller. She informed me that when Resident A got off the bus, he indicated to staff that his hand was hurting and he was brought to her office. His hand was swollen with a slight discoloration. She stated that Resident A does not really complain about anything. Resident A informed her that he was not able to dress himself and that the owners gave him an ice pack and told him that he should be okay. Ms. Miller gave Resident A an ice pack and after about an hour, she saw no change in his condition, so she contacted Ms. Whitney because she assumed that his hand may have been broken. Ms. Fanson transported Resident A to the hospital because Ms. Whitney was not able to do it. The day program staff offered to do the transport and Ms. Whitney agreed to it. When she contacted Ms. Whitney to let her know that Resident A had two fractures, she was very remorseful. Ms. Miller does not believe that the facility sent Resident A to his day program with the knowledge that he had a severe injury. She is not aware if Resident A went to see an Orthopedic Doctor, because his answers are very inconsistent. This is the first time that she is aware of that Resident A was sent to his day program with any type of injury or illness.

On 02/22/2019, a text message was received from Licensee, Michelle Whitney. She indicated that she had contacted Growth and Opportunity and updated their records for emergency contact numbers. She also texted the following: Resident A's Discharge Papers, Assessment Plan, Health Care Appraisal and Incident Report.

Resident A's Discharge Papers indicates that he was diagnosed with a fractured wrist, which may either be a small crack, a chip of the bone, or a major break with the broken parts pushed out of position. Healing time is expected to be 4-6 weeks.

Resident A's Assessment Plan indicates that he does not need any assistance with grooming/hygiene, and he does not have any issues with mobility or climbing stairs.

Resident A's Health Care Appraisal indicates that Resident A is full ambulatory.

Resident A's Incident Report indicates that the Licensee heard a bang in the bathroom and when she went to ask what happened, Resident A informed her that he fell. He was asked if he was okay and he stated, "Yes." Once dressed, he came downstairs and indicated that he was sore. They opened Christmas Presents and then he went to bed with an ice pack. Mr. Whitney gave him a Motrin the next morning after he conducted Range of Motion test with Resident A. He was able to move hand and fingers, but it still hurt a little bit. Staff asked Resident A to slow down because he rushes for no reason.

On 02/23/2019, a photo of Resident A's hands was received. The hand which was broken appeared to be very swollen.

<b>APPLICABLE RULE</b>	
<b>R 400.1404</b>	<b>Licensee, responsible person, and member of the household; qualifications.</b>
	<b>(8) A licensee shall have an arrangement with a responsible person who is available to provide care in an emergency situation for up to 72 hours.</b>
<b>ANALYSIS:</b>	Resident A received an injury to his hand which was diagnosed as a fracture. The facility did not have anyone who could transport Resident A at the time in which it was deemed necessary to transport him to the hospital. The Responsible Person was not included in the emergency contact records for the program to contact.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>



On 02/22/2019, an Exit Conference was held with Licensee, Michelle Whitney regarding the findings of the investigation.

**IV. RECOMMENDATION**

I recommend that no changes be made to this Adult Foster Care Family Home, pending the receipt of an acceptable Corrective Action Plan.



02/25/2019

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Anthony Humphrey  
Licensing Consultant

Date

Approved By:



02/26/2019

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Jerry Hendrick  
Area Manager

Date