



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 29, 2021

Kelly Devereaux
Mentors of Michigan, Inc.
3812 Finch
Troy, MI 48084

RE: License #: AS630273674
Investigation #: 2021A0605022
Briarwood

Dear Ms. Devereaux:

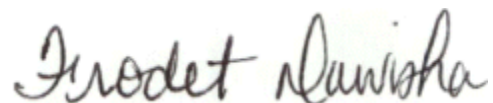
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 black ink that reads "Frodet Dawisha". The signature is written in a cursive style with a light green highlight behind the name.

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 303-6348

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630273674
Investigation #:	2021A0605022
Complaint Receipt Date:	04/13/2021
Investigation Initiation Date:	04/14/2021
Report Due Date:	06/12/2021
Licensee Name:	Mentors of Michigan, Inc.
Licensee Address:	3812 Finch Troy, MI 48084
Licensee Telephone #:	(248) 632-3534
Administrator/Licensee Designee:	Kelly Devereaux
Name of Facility:	Briarwood
Facility Address:	10140 Curtis Lane White Lake, MI 48386
Facility Telephone #:	(248) 360-1714
Original Issuance Date:	03/17/2005
License Status:	REGULAR
Effective Date:	03/19/2020
Expiration Date:	03/18/2022
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Per incident report, on 04/12/21 Resident A was laying on a mat and was bit by a puppy on his ear. The home manager Crystal Diehl left the puppy unattended. Resident A was taken to the hospital and is seeing a wound care doctor to treat the injury.	Yes

III. METHODOLOGY

04/13/2021	Special Investigation Intake 2021A0605022
04/14/2021	Referral - Recipient Rights Referral made to Office of Recipient Rights (ORR) Sondra Knisely.
04/14/2021	Special Investigation Initiated - Telephone Telephone call made with ORR Sondra Knisely. Ms. Knisely stated she was made aware of the allegations and spoke with the support's coordinator, Jamie Spring. Ms. Knisely stated she will not be investigating these allegations as the puppy has been removed from this home.
04/14/2021	Inspection Completed On-site I conducted an unannounced on-site investigation. I observed Resident A, Resident B, and Resident C who are non-verbal. I interviewed Resident C, Resident D, Resident E, the home manager Crystal Diehl, direct care staff (DCS) Melissa McCovery and Resident A's father/co-guardian regarding the allegations.
04/14/2021	APS Referral Adult Protective Services (APS) referral made. Tiffany Pitts is assigned this investigation.
04/15/2021	Contact - Telephone call received Telephone call received from ORR Sondra Knisely stating she will be investigating these allegations.
04/22/2021	Contact - Telephone call received I received a voice mail message from ORR Sondra Knisely regarding a discrepancy with the incident reports she received from this home.

04/22/2021	Contact - Document Received ORR Sondra Knisely emailed Resident A's health care chronological (HCC) and hospital discharge papers.
04/26/2021	Contact - Telephone call made Telephone call made with ORR Sondra Knisely regarding the incident reports pertaining to the dog bite.
04/29/2021	Contact - Telephone call made Telephone call made with Resident A's guardian/mother, the home manager Crystal Diehl and Alisha Devereaux, operations manager.
04/29/2021	Contact - Document Sent I sent APS worker Tiffany Pitts an email asking her for an update on her investigation.
04/29/2021	Contact – Telephone call received Telephone call received from APS worker Tiffany Pitts.
04/29/2021	Exit Conference I conducted the exit conference via telephone with licensee designee Kelly Devereaux regarding my findings.

ALLEGATION:

Per incident report, on 04/12/21 Resident A was laying on a mat and was bit by a puppy on his ear. The home manager Crystal Diehl left the puppy unattended. Resident A was taken to the hospital and is seeing a wound care doctor to treat the injury.

INVESTIGATION:

On 04/13/2021 intake #178853 was assigned per incident report stating that Resident A was laying on the mat and staff heard him yell because the dog bit his ear. I made a referral to Office of Recipient Rights (ORR) and to Adult Protective Services (APS).

On 04/13/2021, I contacted ORR Sondra Knisely regarding the allegations. Ms. Knisely stated she was advised by the support coordinator Jamie Spring that licensee designee Kelly Devereaux followed all the licensing rules and that the home manager Crystal Diehl was in the room when the puppy bit Resident A; therefore, she will not be investigating these allegations.

On 04/14/2021, I conducted an unannounced on-site investigation. I observed Residents A, B, and C who are non-verbal and interviewed Residents D, E, and F. I also interviewed the home manager Crystal Diehl, DCS Melissa McCovery, and Resident A's co-guardian/father regarding the allegations. Resident A was observed sitting in his wheelchair. He had a bandage on his right ear where the puppy bit him. I observed Resident B and Resident C who were in the living room watching TV. I also observed the mat where Resident A is placed at in the living room that was built by Resident A's father that is about 2 inches above the floor making it easier for the Hoyer lift to assist in transferring Resident A.

I interviewed Resident C who uses a wheelchair for mobility. Resident C stated she saw the puppy bite Resident A's ear. I asked her if the puppy has tried biting her and she pointed to both feet stating, "bite feet and hands." Resident C then took her handed and did a scratching motion on her legs and stated, "puppy do this." I interviewed Resident D regarding the allegations. Resident D is blind. He was unable to provide any details as to the incident and just repeated, "puppy dog," and "bite you." I interviewed Resident E regarding the allegations. Resident E was sitting in the recliner. She stated, "puppy bite me," and then said, "puppy drinks my coffee and juice." Resident E was unable to provide any details as to the incident.

I interviewed the home manager Crystal Diehl regarding the allegations. Ms. Diehl stated the puppy was a Labradoodle that was purchased by Resident C's guardian. The residents had a dog that passed away, and all the guardians wanted this home to get a puppy. The puppy was in this home before Resident A moved in. Resident A's guardians are his parents who were aware and had no objections of the puppy prior to Resident A moving in. On 04/12/2021, she worked the day shift with DCS Melissa McCovery. Ms. McCovery took Resident B to her doctor's appointment. Ms. Diehl was home with all five residents and the puppy. The puppy was in her crate, but then Ms. Diehl let the puppy outside to pee. Resident A had to be transitioned so she transferred him onto the mat in the living room. She then returned the puppy inside and let the puppy eat and drink before putting her back into the crate. Another resident had a large bowel movement, so she left the living room and went to change the resident. She then put clothes into the washer and that is when she heard Resident A yell. She ran into the living room and saw Resident A's ear bleeding and saw the puppy nearby. She grabbed the puppy and put her back into the crate and attended to Resident A's ear. She bandaged the ear and called an ambulance and Resident A was transported to Huron Valley Hospital. Ms. Diehl stated she forgot to put the puppy back into the crate before leaving to help another resident, but that since that incident the puppy has been removed from the home. Ms. Diehl stated this was an isolated incident regarding the puppy biting any resident. She stated the puppy is playful and the other residents did not report any scratching or biting by the puppy. Resident A returned home, and the discharge papers recommended follow-up with an ear nose throat doctor, but Resident A's guardian want Resident A to follow-up with the same wound doctor that was addressing Resident A's bedsores.

I interviewed DCS Melissa McCovery regarding the allegations. Ms. McCovery has been working with this corporation for two years. On 04/12/2021, Ms. McCovery left around 2PM to take Resident B to the doctors and that the puppy was in the crate. She stated the puppy is in the crate, so the puppy did not jump on the residents especially when they were eating. Ms. McCovery stated she was not present when Resident A was bit by the puppy; however, she received a call from Ms. Diehl telling her that she needed to return to the home because the puppy bit Resident A's ear. She returned to the home and Resident A was already being transported to the hospital. Ms. McCovery stated the puppy was not aggressive but very playful. The puppy had free range of the home when the residents were not eating. She was not aware that the puppy scratched other residents as the residents never reported it to her. Ms. McCovery stated she never would have thought the puppy would bite any resident, but because of this incident, the puppy has been removed from this home. Ms. McCovery stated all the residents' guardians wanted the puppy in the home and there were no guardians that were opposed to the puppy.

On my way out of the home, Resident A's co-guardian/father pulled up to the home. The father was interviewed outside regarding the allegations. The father stated he and Resident A's mother were aware of the puppy prior to Resident A moving in; however, the father expressed concerns to staff regarding the puppy since Resident A was unable to defend himself and is wheelchair bound. The father stated that staff assured him that the puppy and Resident A would be always supervised to ensure Resident A's safety. The father stated that Resident A was moved from another adult foster care group home due to that home closing and that Resident A had severe bedsores that were not being properly cared for at that home. The father stated he was informed by the home manager Ms. Diehl that she had put Resident A on the mat in the living room and walked away. During that time, the puppy was out of her crate and bit Resident A's ear. Resident A is defenseless as he is unable to push the puppy away which was the concern the father had at the time of admission. The father stated this group home has been extremely attentive to Resident A's needs especially since the staff understands Resident A's needs and vulnerabilities. The father stated the puppy is no longer in this home and he has no other concerns.

On 04/15/2021, I received a telephone call from ORR Sondra Knisely seeking an update on the visit I conducted at this home. I advised Ms. Knisely that according to the home manager, Crystal Diehl, she was not in the living room when Resident A was bit by the puppy. Ms. Knisely was advised that Ms. Diehl put Resident A on the mat and left the living room to attend to another resident leaving the puppy and Resident A unsupervised, resulting in the puppy biting Resident A. Ms. Knisely stated she will be opening the case and investigating these allegations.

On 04/22/2021, I received a voice mail message from ORR Sondra Knisely stated she received incident reports that did not state that the home manager left Resident A to attend to another resident when the puppy bit Resident A.

On 04/22/2021, I reviewed the HCC and Huron Valley Hospital discharge papers regarding Resident A's ear. The HCC and discharge papers state that Resident A was seen for a laceration on his right earlobe due to a puppy bite.

On 04/26/2021, I returned ORR Sondra Knisely's telephone call. Ms. Knisely stated she talked to the home manager Crystal Diehl who initially told her she was gone for two minutes but then said, probably 15 minutes because that was when she is required to check on Resident A. Ms. Diehl told Ms. Knisely she forgot and got busy to put the puppy back into the crate before leaving Resident A on the mat and attending to the other resident. Ms. Knisely will be substantiating her case.

On 04/29/2021, I contacted Alisha Devereaux who is the office manager and responsible for the incident reports. Ms. Devereaux stated she was not present when the puppy bit Resident A; therefore, she has no information to provide. What she knows is that all the guardians wanted the puppy at the home including Resident A's guardians prior to Resident A moving in. She had no other information to provide.

On 04/29/2021, I contacted Resident A's guardian/mother regarding the allegations. The mother stated that staff at this home has been very attentive to Resident A and providing extra care due to the bedsores Resident A had at his prior group home. The mother stated she and the father visit Resident A regularly and staff are always willing to listen to their concerns regarding Resident A. The mother stated she and the father were told about the puppy prior to Resident A moving in and every time they visited Resident A, the puppy was crated. On 04/12/2021, the mother was contacted by the home manager Crystal Diehl informing her that the puppy bit Resident A's ear. The mother stated the puppy was removed but that the home now has two small birds. She is only concerned if the birds are out of the cage given that Resident A is extremely vulnerable and defenseless.

On 04/29/2021, I contacted the home manager Crystal Diehl regarding the birds that were purchased for this home. Ms. Diehl stated that Resident D's guardian wanted the birds for Resident D since the puppy was removed from the home. Resident D loves animals and they thought that the birds would be best for this home. Ms. Diehl stated the birds are parrots and do not get taken out of the cage. She stated when staff clean the cage, the bottom is removed without having to take the birds out to ensure residents' safety. Ms. Diehl stated all the guardians were contacted regarding the birds and have not reported any concerns. Ms. Diehl understands that staff must continue to ensure the safety, supervision, and protection of the residents with regards to these birds.

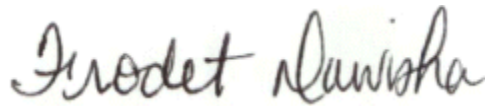
On 04/29/2021, I received a telephone call from APS worker Tiffany Pitts who stated she will be substantiating her case.

On 04/29/2021, I conducted the exit conference with licensee designee Kelly Devereaux regarding my findings. Ms. Devereaux stated this home conducted extensive research on the type of puppy to get for the residents and believed they made a good purchase at the time. The decision to get a puppy was discussed with both staff and the guardians and no one expressed any concerns. The staff stated they were able to meet the needs of the residents and the puppy, therefore, the goldendoodle was purchased. Ms. Devereaux stated these residents had a dog before and that dog passed away and Resident D was devastated. Resident D is the one who really wanted another dog, so her brother helped in purchasing the puppy. Ms. Devereaux stated the home manager Crystal Diehl was devastated when the puppy bit Resident A. Ms. Diehl would never leave the puppy unattended intentionally and walked away to care for another resident. The puppy was immediately removed from the home and now two small birds were purchased. Ms. Devereaux stated all the staff are aware that the birds are not to be taken out of the cage for any reason. There is now a clip on the cage door to prevent the residents from opening the door. Ms. Devereaux understands the importance of assuring all the residents are safe, protected and supervised regarding the birds. She will be submitted 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:	Based on this investigation and information gathered, Resident A's protection and safety were not attended to at all times when the puppy bit his ear. On 04/12/2021, the home manager Crystal Diehl took the puppy out of the crate to pee and to eat. She then placed Resident A onto his mat in the living room. Ms. Diehl then left the living room to assist another resident and heard Resident A yell. When she returned to the living room about 15 minutes later, she saw that Resident A's ear was bleeding as the puppy had bit his ear. Ms. Diehl forgot to put the puppy back into the crate prior to Resident A being placed on his mat. The puppy has been removed from this home.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receiving an acceptable corrective action plan, I recommend that this special investigation be closed and no change to the status of the license.

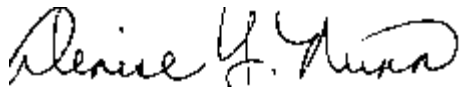


04/29/2021

Frodet Dawisha
Licensing Consultant

Date

Approved By:



04/29/2021

Denise Y. Nunn
Area Manager

Date