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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 17, 2021

Charles Cryderman
Haven Adult Foster Care Limited
73600 Church Road
Armada, MI 48005

RE: License #: AS500283894
Investigation #: 2022A0604003
North Meadows

Dear Mr. Cryderman:

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 that reads "Kristine Cilluffo".

Kristine Cilluffo, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 285-1703

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500283894
Investigation #:	2022A0604003
Complaint Receipt Date:	10/26/2021
Investigation Initiation Date:	10/26/2021
Report Due Date:	12/25/2021
Licensee Name:	Haven Adult Foster Care Limited
Licensee Address:	73600 Church Road Armada, MI 48005
Licensee Telephone #:	(586) 784-8890
Administrator:	Charles Cryderman
Licensee Designee:	Charles Cryderman
Name of Facility:	North Meadows
Facility Address:	28400 Bordman Road Richmond Township, MI 48062
Facility Telephone #:	(586) 784-8890
Original Issuance Date:	08/29/2006
License Status:	REGULAR
Effective Date:	06/27/2021
Expiration Date:	06/26/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL ALZHEIMERS; AGED

II. ALLEGATION(S)

	Violation Established?
Staff, Jane Welly, is mistreating residents. She has forcefully banged on Resident A's door and locked him out of house.	No
Staff, Jane Welly, is constantly yelling at residents and causing emotional distress.	Yes
Breakfast and medications are not always ready in the morning because staff, Jane Welly, is sleeping. She is also restricting resident's coffee.	No

III. METHODOLOGY

10/26/2021	Special Investigation Intake 2022A0604003
10/26/2021	APS Referral Intake received from Adult Protective Services (APS)
10/26/2021	Special Investigation Initiated - Letter Email to APS Worker, Krystal Shaw
10/26/2021	Contact - Document Received Email from Krystal Shaw
10/27/2021	Contact - Document Sent Sent return email to Krystal Shaw
10/27/2021	Contact - Telephone call received TC from Krystal Shaw
10/28/2021	Inspection Completed On-site Completed unannounced onsite investigation at North Meadows. Interviewed Staff, Diana Hall and Resident A, Resident B, Resident C, Resident D and Resident E.
10/28/2021	Contact - Document Sent Email to APS Worker, Krystal Shaw.
10/28/2021	Contact - Document Sent Email to Cec Ball from Haven Adult Foster Care

11/09/2021	Contact - Face to Face Interviewed Cec Ball at Greenwood Lodge. Staff Jane Welly has continued to work at another home.
11/16/2021	Contact - Document Received Email from APS Worker, Krystal Shaw. APS will not be substantiating allegations due to insufficient findings. Sent return email.
12/17/2021	Contact - Telephone call made TC to Jane Welly.
12/17/2021	Contact- Telephone call made TC to Mary Gill. Voicemail not set up.
12/17/2021	Exit Conference Completed exit conference by email with Licensee Designee, Chuck Cryderman.

ALLEGATION:

- **Staff, Jane Welly, is mistreating residents. She has forcefully banged on Resident A's door and locked him out of house.**
- **Staff, Jane Welly, is constantly yelling at residents and causing emotional distress.**
- **Breakfast and medications are not always ready in the morning because staff, Jane Welly, is sleeping. She is also restricting residents' coffee.**

INVESTIGATION:

I received a complaint regarding North Meadows on 10/26/2021. It was alleged that there is a staff member in the home named Jane Welly, who is constantly yelling and screaming at the residents. This is causing emotional distress on Resident A and the other residents. There are times when the residents will be awake in the morning before Jane wakes up. There will be no breakfast or medications ready until Jane gets up. One morning, Resident A went back to his room and waited for about an hour until Jane was up. She then came to Resident A's room and started banging on the door so forcefully that the door opened. Jane will also only make six cups of coffee for five residents. If the residents ask her to make them another pot, she will tell them that she is too busy and to make it themselves. However, Jane does not allow the residents to use the coffee pot or microwave to make more coffee. Jane yells at Resident A for having his shoes on in the home and locked the door while Resident A was outside. Jane did unlock the door when Resident A was ready to come back inside. Resident A feels like he is "walking on eggshells" and is too afraid to ask Jane for things, like a towel when he needs to

shower. There are also concerns that Resident A's conservator (name unknown) does not pay his bills on time and does not give Resident A any of his money.

On 10/27/2021, I spoke to APS Worker, Krystal Shaw by phone. Ms. Shaw stated that Staff, Mary Gill, confirmed that Jane Welly does yell a lot and it was brought to the attention of the owner. Ms. Gill has also witnessed yelling herself. Ms. Shaw stated that she spoke with licensee, Chuck Cryderman, who stated that they have scheduled mealtimes and follow the menu. Mr. Cryderman stated that Ms. Welly has been a long-time staff who is very faithful. He stated that Ms. Welly talks loudly. Ms. Shaw stated that the amount of coffee served appears to be an issue in the home with some of the residents.

On 10/28/2021, I completed an unannounced onsite investigation at North Meadows. I interviewed Staff, Diana Hall and Resident A, Resident B, Resident C, Resident D and Resident E. Ms. Hall stated that Resident F is on hospice and is currently bedridden and non-verbal.

I interviewed Staff, Diana Hall at the home. Ms. Hall stated that she was transferred to North Meadows on the morning of Tuesday, 10/26/2021. She was moved to the home because of a complaint. She was informed that one of the residents had a disagreement with Staff, Jane Welly. She stated that Staff, Mary Gill, will return to the home tomorrow and work until Friday morning. Ms. Hall stated that she works alone and has not witnessed Jane Welly yelling at residents. Ms. Hall stated that they have a menu to follow and there is coffee available for residents. Coffee is served at meal and snack times. Residents typically have a morning cup of coffee and an afternoon or lunch coffee. Residents are allowed to have more coffee if they ask.

I interviewed Resident A at the home. He stated that he has lived at North Meadows for 10 months. He stated that Staff, Jane, is screaming at everyone and some of the residents have dementia. He stated that she screams about anything. Resident A stated that she cannot say anything normal, even if she is telling him to pick up his socks. Resident A stated that one day she served toast with peanut butter and nothing else. Resident A stated that Chuck Cryderman came to the home about six months ago and a resident was complaining about coffee. Mr. Cryderman told Jane that the residents can have all the coffee they want. Resident A stated that Jane makes six cups of coffee in the morning for everyone and says she will not make anymore. Resident A stated that the new Staff, Diana, always makes them coffee and is a great cook.

Resident A stated that breakfast is made, and morning medications are given around 8:00 am-9:00 am. Jane came to his door last week and pounded on the door with her fist and knocked the door open. Resident A said that she scared him to death. Jane has also told him to shut his mouth and sit down several times. Resident A stated that Jane has given him so much stress it is hard to sleep. Resident A stated that he asked her to make him coffee one day at 6:00 pm. She told him to make instant coffee, however, Jane will not let him use the microwave. She decided to make it for him but slammed the mug down and poured the rest out at 7:00 pm. Resident A stated that he then

walked outside and she came and locked the door. He sat outside until she came and unlocked the door around 9:00 pm because he did not want a confrontation.

Resident A stated that he gets enough food to eat, however, food is sometimes cold. Resident A stated that he is scared to ask Jane for things so he will wait for Mary to come in. He also stated that Jane will put clothes in the wrong dressers. Resident A alleged that a resident that passed away claimed Jane had hit him. Resident A had several concerns about his guardian/conservator and being able to get money for his daughter's funeral. I advised Resident A that his guardian and APS may be able to address these issues.

I interviewed Resident B at the home. She stated that she has lived in the home for five weeks and said, "so far, so good". Resident B stated that Staff, Jane, is a little bossy. Jane has an attitude and is not very warm. Resident B stated that Jane is very cold and speaks loudly. Resident B stated that she has no issues with other staff. Resident B stated that they get breakfast and morning medications around 8:00 am. Resident B said she is not a coffee drinker, however, it is available for residents. Resident B said that she gets enough food to eat in the home.

I interviewed Resident C at the home. He stated that he does not remember how long he has lived at North Meadows. He stated that he likes living in the home and does not plan on moving. Resident C stated that both staff that work at the home yell if you are doing something you are not supposed to do. He stated that staff never do name calling. Resident A stated that he gets up at around 4:00 am and sits in his room. Breakfast and morning medications are given around 8:00 am. He stated that he is not ready to eat breakfast until 8:00 am even though he gets up early. Resident C said that residents get all the food and coffee they want. There is a pot of coffee going all day long.

I interviewed Resident D at the home. He stated that he has lived at North Meadows for three months. He stated that he personally has no issues with staff. Resident D stated that he typically stays in his room because there is not a lot to do. He stated that both Staff, Mary Gill and Jane Welly, yell. They both have loud voices, especially Jane. He stated that the new staff, Diana, never yells and everyone loves her. Diana is very nice and cooks great food. He has not heard any staff call the residents names. Resident D stated that Jane typically makes breakfast and gives morning medications around 8:00 am-8:30 am. He stated that Mary has made breakfast later. Resident D stated that he is not a coffee drinker. He gets enough food to eat and his kids also bring him food. Resident D stated that he follows a diabetic diet and keeps his own food as a backup. He has had to remind staff that he does not eat carbs.

I interviewed Resident E at the home. He stated that he has lived at the home for three years. He stated that is it not bad, however, he would like to live at his own home. Resident E said that he is treated fair. He has not heard any yelling at the home. He does not want to get into any arguments. Resident E stated that he gets enough food to

eat. He does not keep track of when they are served meals or given medications. Resident E did not have any concerns about the home.

On 11/09/2021, I interviewed Cec Ball at Greenwood Lodge. She stated that Jane Welly has continued to work at the Griffith Home. Mr. Crydeman and Ms. Ball's offices are located at the Griffith Home where Ms. Welly is now working. She stated that she has heard Ms. Welly being loud and redirected her.

On 11/16/2021, I received an email from APS Worker, Krystal Shaw. Ms. Shaw stated that she would be closing her case and not substantiating due to insufficient findings.

On 12/17/2021, I interviewed Staff, Jane Welly, by phone. Ms. Welly stated that she has continued to work at the Griffith Home. She did not know if she would be returning to work at North Meadows. Ms. Welly stated that when she worked at North Meadows, she made breakfast around 7:00 am and medications were passed between 7:30 am and 8:00 am. She stated that Resident A could drink three pots of coffee a day. She did not limit coffee in the morning, however, did tell Resident A he could not make a pot at 6:00 pm. Ms. Welly stated that she made the coffee for the residents. Ms. Welly denied ever locking a resident outside. She stated that one time she told residents to be careful before they came back inside because she had just cleaned the floor. Ms. Welly stated that she never yells at the residents and that the residents are "nice, quiet guys". She stated that on one occasion she did yell and knock-on Residents A's door loudly because he would not wake up. Ms. Welly said that she was scared that something happened to him like a heart attack.

On 12/17/2021, I attempted to interview Staff, Mary Gill, by phone. Ms. Gill's voicemail was not set up.

I completed an exit conference with licensee designee, Chuck Crydeman, on 12/17/2021 by email. I informed him of the violation found and that a copy of the special investigation report would be mailed once approved. I also informed him that a corrective action plan would be requested.

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:	There is not enough information to determine that Staff, Jane Welly, locked Resident A out of the house. Resident A stated that he was locked out of the house after he and Ms. Welly had a disagreement over coffee. Ms. Welly denied locking Resident

	A out of house and she has only said to be careful coming back in because she had cleaned the floor. According to Resident A, Ms. Welly pounded on his bedroom door with her fist and knocked the door open which scared him to death. Ms. Welly admitted that on one occasion, she did yell and knock-on Residents A's door loudly because he would not wake up and was scared that something happened to him.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(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: (f) Subject a resident to any of the following: (i) Mental or emotional cruelty. (ii) Verbal abuse.
ANALYSIS:	According to Resident A, staff, Jane Welly, yells and screams at all the residents. Resident B described Ms. Welly as bossy, cold and said she has an attitude. She also confirmed that Ms. Welly speaks loudly to the residents. Resident C and Resident D stated that both staff, Jane Welly and Mary Gill, yell. According to the APS Worker, Krystal Shaw, Ms. Gill confirmed that Ms. Welly does yell and it has been brought to the attention of the licensee.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	There is not enough information to determine that medications are not being given in the morning because Ms. Welly is sleeping. Resident A, Resident B, Resident C and Resident D indicated that Ms. Welly served breakfast and gave morning medications somewhere between 8:00 am- 9:00 am. Ms. Welly

	stated that she makes breakfast at 7:00 am and medications are given between 7:30 am-8:00 am.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	There is not enough information to determine that meals or coffee are being restricted in the home. None of the residents reported that they do not get enough food to eat. There is also not a licensing requirement for the amount of coffee a licensee must provide, however, residents indicated they have coffee available in the home.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

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

Kristine Cilluffo

12/17/2021

Kristine Cilluffo
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

12/17/2021

Denise Y. Nunn
Area Manager

Date