



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 4, 2022

Mekdes Zewde  
Tadele Wami  
5909 Buttonwood Drive  
Haslett, MI 48840

RE: License #: AS330404048  
Investigation #: 2022A1029018  
Big Hearts AFC

Dear Mekdes Zewde and Tadele Wami:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On January 31, 2022, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 (231) 922-5309.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Browning".

Jennifer Browning, Licensing Consultant  
Bureau of Community and Health Systems  
Browningj1@michigan.gov - (989) 444-9614

Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS330404048
<b>Investigation #:</b>	2022A1029018
<b>Complaint Receipt Date:</b>	12/14/2021
<b>Investigation Initiation Date:</b>	12/15/2021
<b>Report Due Date:</b>	02/12/2022
<b>Licensee Name:</b>	Mekdes Zewde and Tadele Wami
<b>Licensee Address:</b>	5909 Buttonwood Drive, Haslett, MI 48840
<b>Licensee Telephone #:</b>	(517) 505-9422
<b>Administrator:</b>	Mekdes Zewde
<b>Licensee Designee:</b>	Not applicable.
<b>Name of Facility:</b>	Big Hearts AFC
<b>Facility Address:</b>	540 N. Hagadorn Road, East Lansing, MI 48823
<b>Facility Telephone #:</b>	(517) 402-9342
<b>Original Issuance Date:</b>	02/05/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/04/2021
<b>Expiration Date:</b>	08/03/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## ALLEGATION(S)

	<b>Violation Established?</b>
Co-licensees Mekdes Zewde and Tadele Wami act controlling toward the residents.	No
The meals are not adequate at Big Hearts AFC.	No
Resident A is not given pain medications when she requests them.	No
Additional Findings	Yes

## II. METHODOLOGY

12/14/2021	Special Investigation Intake 2022A1029018
12/15/2021	Contact - Document Sent - Emails to licensing consultants D. Britton and J. Elkins.
12/15/2021	Special Investigation Initiated – Telephone from Julie Elkins, AFC licensing consultant.
01/10/2022	Contact - Face to Face with Mekdes Zewda, Resident A, Resident B.
01/27/2022	Contact - Telephone call received from Julie Elkins AFC licensing consultant.
01/31/2022	Contact - Face to Face with Tadele Wami and Resident C at Big Hearts AFC.
01/31/2022	Exit conference with Tadele Wami at Big Hearts AFC.
02/01/2022	Document sent – Sent Mr. Wami the <i>AFC Licensing Information Request (BCHS-100)</i>

### ALLEGATION:

**Co-licensees Mekdes Zewde and Tadele Wami act controlling toward the residents.**

### INVESTIGATION:

On December 14, 2021 a complaint was received via the BCHS online complaint system stating that co-licensees, Mekdes Zewde and Tadele Wami act controlling toward the residents.

On January 10, 2022, I interviewed co-licensee / administrator, Mekdes Zewde at Big Hearts AFC. She stated that there are currently four residents at Big Hearts AFC. She stated she and Mr. Wami are co-licensees and she is also the administrator in the home and they do not have additional direct care staff members. She denied she has been disrespectful or controlling toward the residents at any time. She said that she has never observed her husband Mr. Wami trying to control any of the residents. She said that she tries to make sure the residents are engaged and they will play cards, watch TV, or do puzzles with them. She stated the residents are always able to use all areas of the home.

On January 10, 2022, I interviewed Resident A at Big Hearts AFC. Resident A stated that she has resided at Big Hearts AFC for “too long.” She was sitting on her bed during the interview with paperwork and cards on her bed. She stated she spends a lot of time in her room watching television and will go out to smoke but is typically in her room because there is nothing else to do. She is not bed ridden and does not have any assistive devices for mobility. Resident A stated she had surgeries on her shoulders in the past. Resident A stated she had sores on her elbows from being in bed. She showed her elbows and they were free from sores and appeared as dry skin. Resident A stated she talks with Resident B all the time and enjoys the other residents. Resident A stated there have been no concerns about the co-licensees controlling the residents. She said that there has not been an instance where she felt she was disrespected by either licensee. She said that there is a language barrier and sometimes communication is more difficult because of this. It was clear throughout the interview Resident A did not want to live at Big Hearts AFC any longer and blamed several others for her placement there such as her current guardian, her former guardian, and family for living there.

On January 10, 2022, I interviewed Resident B at Big Hearts AFC. Similar to Resident A, Resident B felt there was a language barrier with Mr. Wami and Ms. Mekdes but did not feel that they were disrespectful toward the residents. She stated that Mr. Wami’s English is clearer to understand so she will reach out to him more often if she needs something but sometimes, he is not in the home. There was one time she felt Ms. Zewde was disrespectful because she gave the residents ice cream and when she gave it to them said “Merry Christmas” like it was a present. She stated that sometimes Mr. Wami has family over to visit in the home and she feels she is not allowed to go into the living room during this time because there are relatives at the home. She has never been told that she is not allowed to go into the living room during this time, she just feels this way.

On January 31, 2022, I interviewed co-licensee Tadele Wami at Big Hearts AFC. He denied there has ever been a time that he was disrespectful to the residents. He has had an issue with Resident A in the past being upset with him. There are times that the residents say they are hard to understand because they speak their first language and the residents have told them they are in America and they should speak English. He

does not remember a time where he or Ms. Zewde were disrespectful to the residents or either of them tried to control anyone.

On January 31, 2022, I interviewed Resident C at Big Hearts AFC. He stated he has lived there for about a year and did not have concerns regarding the Mr. Wami or Ms. Zewde. He said that there is someone else that is here during the night but he does not know who they are. He has never heard anyone yelling, fighting, or trying to control anyone while he has lived in the home.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	There is no indication that any of the residents were not treated with dignity or that their personal needs of protection and safety were not attended to at all times. Co-licensees Mr. Wami and Ms. Zewde both deny any type of controlling behavior to the residents or talking to them in a disrespectful manner. Resident A and B both indicate there is a language barrier between the co-licensees and themselves, however, they did not have any examples of the co-licensees trying to control them at Big Hearts AFC.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Resident A is not given pain medications when she requests them.**

**INVESTIGATION:**

On December 14, 2021 a complaint was received via the BCHS online complaint system stating Resident A does not receive her PRN pain medications when she requests them.

On January 10, 2022, I interviewed Resident A at Big Hearts AFC. She stated she could not recall any date she needed pain medication as a PRN and neither licensee would not give it to her. She stated she believes there was likely a time but she does not remember when and it was “a while ago.”

On January 10, 2022, I interviewed Resident B at Big Hearts AFC. She stated that she has needed PRN medications in the past and has been able to receive them. She said she has a prescription from her physician to receive PRNs as needed.

On January 10, 2022, I interviewed co-licensee / administrator, Mekdes Zewde at Big Hearts AFC. Ms. Zewde stated she would never deny a resident a PRN medication for pain as long as it was prescribed from their doctor. She stated that she “cannot just give over the counter medication like Tylenol to a resident unless it was prescribed.” I was able to review the medication administration records for Resident A and Resident B. Resident A and Resident B did not have any PRN medications given to them in January 2022. There was no documentation either Resident A or Resident B requested a PRN during this timeframe and did not receive the medication as prescribed. Resident A did have prescribed medications that she could take for pain such as Acetaminophen 500 mg and Celecoxib 100 mg.

There were two medications in the medication administration record, Temazepam 15 mg capsule Trazadone 100 mg tablet, which had a question mark next to them in the medication administration record. Ms. Zewde stated she had a call to the pharmacist to clarify these two prescriptions. When I returned to Big Hearts on January 31, 2022, Mr. Wami stated the question mark was there because Ms. Zewde was wondering why they were not listed on the medication blister pack and she put a question mark. Later after speaking with the pharmacy, they realized there were additional medications listed on the back and those two medications were included in that list, but she did not realize that initially. There was a note on the back of the medication administration record for January 2022 stating, “Trazadone and Temazepam were assumed missing initially and upon further look they are in the bubble wrap and they were all delivered on time”. Resident C had two PRN prescribed medications, Hydroxyzine 50 mg capsule and Trazadone 100 mg tablet, and these were given to him as needed in January 2022.

Mr. Wami stated that no one has requested PRN medication for pain lately. He denied getting a request from Resident A requesting pain medication. Mr. Wami stated resident C receives PRN medication on a regular basis.

<b>APPLICABLE RULE</b>	
<b>R 400.14312</b>	<b>Resident medications.</b>
	<b>(2) Medication shall be given, taken, or applied pursuant to label instructions.</b>

<b>ANALYSIS:</b>	I was able to review the medication administration record for Resident A and Resident B. Resident A and Resident B did not have any PRN medications administered to them in January 2022. There was no documentation either Resident A or Resident B requested a PRN during this timeframe and did not receive the medication as prescribed. Resident C had two PRN medications prescribed and were given to him in January 2022. All other prescribed medications matched what was on the medication administration record and all medications were administered as prescribed.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**The meals are not adequate at Big Hearts AFC.**

**INVESTIGATION:**

On December 14, 2021 a complaint was received via the BCHS online complaint system stating the residents receive small portions for mealtime and do not have a choice of another meal if they do not want what is served for meals.

On January 10, 2022, I interviewed Resident A at Big Hearts AFC. She stated there are times that she receives a piece of meat and some sides. If there is meat then they will only receive one piece of meat. She feels that for the cost of care, she should receive more food. She described this as one of the reasons why she would like to move out. Resident A feels that the meals have improved since she has lived there and more so recently. She said she believes it is mostly cultural because they will sometimes put mayonnaise on a hot dog and have a different way of cooking. Resident A stated one time the residents' received pizza that was delivered and the Ms. Zewde and Mr. Wami received pepperoni on their pizza and the residents received only cheese.

On January 10, 2022, I interviewed Resident B at Big Hearts AFC. She stated that since she has lived at Big Hearts AFC she has lost almost ten pounds. She feels that the meals could be better but does not have many concerns regarding the food. She did state she felt they served pasta and sauce too often but that has been better since she arrived. She said that she feels the food has improved overall since she moved in. Resident B was upset that sometimes she wants milk with her meals and they do not always have it in the home. Resident B stated the portions of the meals were enough and after a meal she is usually full. There is a menu posted on the refrigerator so she knows what is for dinner but it is not always the same.

On January 10, 2022, I interviewed co-licensee / administrator, Mekdes Zewde at Big Hearts AFC. During this on-site investigation she was in the process of making lunches for the residents. The lunch was a sandwich, fruit, and some applesauce.

On January 10, 2022, I reviewed the resident record for Resident A. She has resided at Big Hearts AFC for six months. Her weight record indicated she was 104 pounds on July 22, 2021 at move in. Ms. Zewde stated that Mr. Wami would know where the paperwork was with the other dates. However, on January 31, 2022, Mr. Wami stated that Ms. Zewde would know where the weight records were and they were still unavailable. In Resident A's resident record, there was a 30 day written discharge notice dated November 21, 2021 but she was still residing in the home. Ms. Zewde stated that she agreed to give her another chance to stay in the home. Resident A had documentation in her resident record that she was prescribed a diabetic diet on December 3, 2021 by Vida Klott, PA from Visiting Physicians Association. On January 31, 2022, I reviewed Resident A's Psychiatric Service Note authored by Community Mental Health Alisa Schlacht, DO on January 24, 2022 with details regarding recent complaints regarding the adult foster care home she is living in and how she wants to move into her own place. Included in the service note were her recent vitals from January 24, 2022 and her current weight was 109 pounds which is a five pound gain from her last weight record from July 2021 completed by Big Hearts AFC.

I reviewed the Resident B's record which contained a *Health Care Appraisal* documenting she was on a regular heart healthy diet and did not require any special diet.

The menus at Big Hearts AFC were also reviewed at the time of the investigation. All the meals included a side of vegetables, salad, or fruit. For dinner, there were three meals that included a variety of spaghetti options such as lasagna, Spaghetti with meat sauce, and a baked pasta. There are alternatives marked on the menu such as pork chops, chicken wings, and nuggets. There was another menu that is also alternated and there were more varieties for dinner such as Italian sausage, hoagie sandwiches, cheeseburgers, soups, and chicken sandwiches. Ms. Zewde stated the residents will state they do not want as much pasta and said that her next menu will include a variety of dinner options based on what the resident preferences are.

On January 31, 2022, I interviewed co-licensee Tadele Wami at Big Hearts AFC. Mr. Wami showed the menus on the refrigerator. I was able to observe again that there was adequate food in the refrigerator, freezer, and cupboards at the time of this on-site investigation. He stated most of the time they get what is on the menu and believes that they have a good variety of meal choices. He said there has been complaints from the residents in the past that they serve pasta too many times in one week. Mr. Wami stated it was different because they had lasagna one night in spaghetti a couple nights later. Resident A complained in the past that all they eat is peanut butter and jelly sandwiches for lunch, but he stated this is only given one time per week for lunch. Resident C does not like vegetables so they increase the meat or give him more of the other side. He believes the portions are a good size because many times the residents



do not finish their meal. He stated sometimes Resident A will have mood swings which will lead to complaints about the food choices. During this on-site, there was a large bowl of oranges on the table for the residents to enjoy and they can have a snack any time they are hungry.

On January 31, 2022, I interviewed Resident C at Big Hearts AFC. He stated that he believes he gets enough food at Big Hearts AFC. He stated there could be more variety but that's because sometimes he feels like he could eat more. Resident C stated he is still a "kid at heart" and does not like any vegetables but he will have more of something else. He said it was good they were offering vegetables even though he did not like to eat them.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	There is no indication that the residents are not receiving three regular and nutritious meals daily. Although the residents did report the food could be better in the home, there is no indication the portions are too small. During the unannounced onsite investigation on January 10, 2022, the residents were having lunch and the menu matched what was served. They had a sandwich, fruit, and some applesauce. There was also a bowl of fresh fruit on the table during each visit to Big Hearts AFC. The first visit on January 10, 2022 there was a bowl of bananas and the second visit on January 31, 2022, there was a bowl of oranges. There was also adequate food in the refrigerator and cupboards observed during the on-site investigation. The residents are also able to have snacks throughout the day.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On January 10, 2022, I interviewed licensee / administrator Ms. Zewde at Big Hearts AFC. She stated that Mr. Wami's brother, Haile Dhugma, also resides in the home. She stated he had a communicable tuberculosis test and a background clearance to reside in the home but she did not have this information available to review stating that Mr. Wami completes the paperwork and he was not present at the home.

On January 10, 2022, I interviewed Resident A at Big Hearts AFC. She stated that Mr. Wami's brother also lives in the home but she does not know his name. She stated that he is not a resident but stays there because he is family. Resident A stated he provides care but not often.

On January 10, 2022, I interviewed Resident B at Big Hearts AFC. She stated that both Mr. Wami and Ms. Zewde provide care in the home. She stated that Mr. Wami's brother stays in the home at night but she is not sure if he is qualified to stay there or if he has received any training. She did not know what his name was but she knows they call him "Boomer."

On January 31, 2022, I interviewed co-licensee Tadele Wami at Big Hearts AFC. He stated that there are no other direct care staff members other than he and his wife are licensees. He stated that his adult brother, Haile Dhugma also resides in the home. He stated he had clearance to reside in the home but he did not live there when the license was first issued. He said he completed a background check on him but did not have this documentation to show. Mr. Dhugma does not provide care for the residents in the adult foster care. He was not home at the time of the onsite investigation. Mr. Wami was informed an *AFC Licensing Information Request- BCHS-100* would be sent for him to fill out and for him to receive clearance to reside in the adult foster home and this form was sent to Mr. Wami on February 1, 2022.

<b>APPLICABLE RULE</b>	
<b>R 400.14201</b>	<b>Qualifications of administrator, direct care staff, licensee, and members of the household; provision of names of employee, volunteer, or member of the household on parole or probation or convicted of felony; food service staff.</b>
	<b>(10) All members of the household, employees, and those volunteers who are under the direction of the licensee shall be suitable to assure the welfare of residents.</b>
<b>ANALYSIS:</b>	Mr. Wami's brother, Haile Dhugma is residing in the home with the residents. As of January 31, 2022, there is no indication Mr. Wami and Ms. Zewde have deemed that Mr. Dhugma is suitable to assure the welfare of the residents. Mr. Wami and Ms. Zewde both state that Haile Dhugma does not provide personal care to the residents, however, Resident A and B stated he has assisted in the facility in the past and is there in the evenings while the residents are sleeping. <i>An AFC Licensing Information Request- BCHS-100</i> clearance form was sent to Mr. Wami on February 2, 2022 to have Haile Dhugma complete so he can be cleared as a household member.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

## INVESTIGATION:

During the unannounced on-site investigation at Big Hearts AFC on January 10, 2022, the smoke detector in the hallway between the kitchen area and the closet door was chirping indicating a low battery. Co-licensee / administrator Ms. Zewde stated she knew that it needed a new battery but that it was not working. There was a nine volt battery on the desk area and I asked her to try and change the battery while I was there. She put the nine volt battery in to change it and the chirping continued. She said that she would have Mr. Wami look at this when he returned.

On January 10, 2022, I interviewed Resident A and B at Big Hearts AFC. Both of them stated the smoke detector was chirping for a few days which was making it hard for the residents to sleep. Neither of them recalled if this has occurred before but stated it needed a new battery.

On January 31, 2022, I interviewed Resident C at Big Hearts AFC. He stated he does remember the batteries going out and the smoke detector going off. He said if it goes off at night it's hard to sleep but that someone will eventually change it. He does not know how long the smoke detector was going off before someone changed it. He believes this is usually changed by Mr. Wami.

When I returned to Big Hearts AFC on January 31, 2022, the interconnected smoke detectors were working properly when he tested it at my request. Mr. Wami said that he will ensure it is working in the future at all times.

<b>APPLICABLE RULE</b>	
<b>R 400.14505</b>	<b>Smoke detection equipment; location; battery replacement; testing, examination, and maintenance; spacing of detectors mounted on ceilings and walls; installation requirements for new construction, conversions, and changes of category.</b>
	<b>(3) The batteries of battery-operated smoke detectors shall be replaced in accordance with the recommendations of the smoke or heat detection equipment manufacturer.</b>

<b>ANALYSIS:</b>	During the on-site inspection on January 10, 2022, the smoke detector needed new batteries and was not in working order. Co-licensee / administrator Ms. Zewde tried changing the batteries in the smoke detector during the on-site with a battery that was found on the desk, however, it did not work. She stated she would have Mr. Wami replace the batteries when he returned. Residents A and B both stated the smoke detector was chirping for a few days. On January 31, 2022, the smoke detector was fully operational. Mr. Wami stated he replaced the batteries and said they are also connected by power. He was able to test the smoke detector to verify that it was fully functional.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**III. RECOMMENDATION**

An acceptable corrective action plan has been received; therefore, I recommend no change in the license status.

*Jennifer Browning*

Jennifer Browning  
Licensing Consultant

02/02/2022

Date

Approved By:

*Dawn Timm*

02/04/2022

Dawn N. Timm  
Area Manager

Date