



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 6, 2022

Nicholas Burnett  
Flatrock Manor, Inc.  
2360 Stonebridge Drive  
Flint, MI 48532

RE: License #: AS250398408  
Investigation #: 2022A0582028  
Heatherwoode

Dear Mr. Burnett:

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. If I am not available, and you need to speak to someone immediately, please contact the local office at (517) 284-9727.

Sincerely,

A handwritten signature in cursive script that reads "Derrick L. Britton".

Derrick Britton, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(517) 284-9721

enclosure

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

**I. IDENTIFYING INFORMATION**

|                                       |  |
|---------------------------------------|--|
| <b>License #:</b>                     | AS250398408                              |
| <b>Investigation #:</b>               | 2022A0582028                             |
| <b>Complaint Receipt Date:</b>        | 03/09/2022                               |
| <b>Investigation Initiation Date:</b> | 03/14/2022                               |
| <b>Report Due Date:</b>               | 05/08/2022                               |
| <b>Licensee Name:</b>                 | Flatrock Manor, Inc.                     |
| <b>Licensee Address:</b>              | 7012 River Road<br>Flushing, MI 48433    |
| <b>Licensee Telephone #:</b>          | (810) 964-1430                           |
| <b>Administrator:</b>                 | Morgan Yarkosky                          |
| <b>Licensee Designee:</b>             | Nicholas Burnett                         |
| <b>Name of Facility:</b>              | Heatherwoode                             |
| <b>Facility Address:</b>              | 1115 Heatherwoode Rd<br>Flint, MI 48532  |
| <b>Facility Telephone #:</b>          | (810) 877-6932                           |
| <b>Original Issuance Date:</b>        | 03/29/2019                               |
| <b>License Status:</b>                | REGULAR                                  |
| <b>Effective Date:</b>                | 09/29/2021                               |
| <b>Expiration Date:</b>               | 09/28/2023                               |
| <b>Capacity:</b>                      | 6  |
| <b>Program Type:</b>                  | DEVELOPMENTALLY DISABLED<br>MENTALLY ILL |

**II. ALLEGATION**

|  | <b>Violation<br/>Established?</b> |
|--|-----------------------------------|
| Direct Care Worker Porsche Robinson pushed Resident A and shoved the kitchen door in her face. DCW Robinson later offered Resident A \$150 to rescind her complaint to Recipient Rights. | Yes                               |

**III. METHODOLOGY**

|            |   |
|------------|---|
| 03/09/2022 | Special Investigation Intake<br>2022A0582028  |
| 03/14/2022 | Special Investigation Initiated - Telephone   |
| 03/16/2022 | Inspection Completed On-site  |
| 03/16/2022 | Contact - Face to Face<br>Interviews with Resident A, Resident B, and Resident C                                |
| 04/13/2022 | Contact - Document Received<br>Email from Angela Loiselle, Montcalm Recipient Rights                            |
| 04/19/2022 | Contact - Telephone call made<br>With Natalie Skinner, Home Manager   |
| 04/19/2022 | Contact - Telephone call made<br>With DCW Porsche Robinson  |
| 05/03/2022 | Contact - Telephone call made<br>Attempted calls on 04/19, 4/26, 5/2, and 5/3 with former DCW<br>Shariah Phifer |
| 05/03/2022 | Exit Conference<br>With Nicholas Burnett, Licensee Designee   |
| 05/06/2022 | APS Referral<br>Referral made to APS regarding this allegation.   |

## **ALLEGATION:**

**Direct Care Worker Porsche Robinson pushed Resident A and shoved the kitchen door in her face. DCW Robinson later offered Resident A \$150 to rescind her complaint to Recipient Rights.**

## **INVESTIGATION:**

I received this complaint on 03/09/2022. On 03/14/2022, I contacted Angela Loiselle, Montcalm County Recipient Rights Officer. Ms. Loiselle stated that she interviewed Resident A in addition to Resident B and Resident C, who witnessed DCW Porsche Robinson push Resident A and slam the door in her face. Ms. Loiselle stated that once there was talk about Recipient Rights being informed and coming to interview those involved, DCW Robinson allegedly offered \$150 as a bribe to take back the complaint and say that the allegation did not occur. Ms. Loiselle stated that DCW Robinson denied the allegation and denied trying to bribe Resident A with \$150. Ms. Loiselle stated that DCW Robinson denied ever going into Resident A's room, where she allegedly discussed the \$150 bribe. However, Ms. Loiselle stated that Manager Sharia Phifer witnessed DCW Robinson go into Resident A's room on the evening in question, although DCW Robinson denied it. Ms. Loiselle stated that DCW Robinson was removed from the floor and suspended pending the investigation.

On 03/16/2022, I conducted an unannounced, onsite inspection at the facility. I interviewed Resident A, who stated that she has rights to access the kitchen and laundry area. Resident A stated that DCW Porsche Robinson was in the kitchen at the time and was preventing her from entering by pulling the door back forcefully. Resident A stated that DCW Robinson asked her "what do you want," and Resident A stated that she need to speak with someone. Resident A stated that DCW Robinson then pushed the door open and it hit her in the face. Resident A stated that she screamed at DCW Robinson and said, "you hit me in the face," and DCW Robinson did not seem to care and did not check on her. Resident A stated that she wanted to go outside and smoke a cigarette, and DCW Robinson would not allow her to go outside because it was the "doctor's order" for her not to smoke. Resident A stated that the doctor only suggested for her not to smoke, and it was not an order. Resident A stated that she has the right to smoke cigarettes if she wants to. Resident A stated that she tried to go outside, and DCW Robinson pushed her to prevent her from going outside. Resident A stated that Resident B and Resident C observed the incidents take place. Resident A stated that she decided that she would call Recipient Rights and report DCW Robinson. Resident A stated that once DCW Robinson found out that Recipient Rights would be coming to the home to investigate, DCW Robinson tried to offer her \$150 to say that she did not push her or slam the door in her face. Resident A stated that this occurred in her room.

On 03/16/2022, I interviewed Resident B, who stated that she was in the day room at the time and could see Resident A asking DCW Robinson for a cigarette and to go outside. Resident B stated that DCW Robinson told Resident A that she could not

go outside, and Resident A was trying to get through the kitchen door. Resident B stated that the kitchen door was flung open by DCW Robinson, and the door hit Resident A in the face. Resident B stated that DCW Robinson also pushed Resident A and told her that she could not go outside. Resident B stated that DCW Robinson was a nice worker and she feels back that she is no longer working, but she should not have pushed Resident A or slam the door on her face.

On 03/16/2022, I interviewed Resident C, who stated that she was in the day room and watched as Resident A was asking DCW Robinson about going outside. Resident C stated that DCW Robinson would not let Resident A go outside to smoke. Resident C stated that DCW Robinson then pushed the kitchen door open which hit Resident A in the face. Resident C stated that DCW Robinson pushed Resident A out of the way all because she wanted to go outside and smoke.

On 04/13/2022, I emailed Angela Loiselle, Recipient Rights Officer. Ms. Loiselle stated that she was able to speak with DCW Robinson, who denied all the allegations. Ms. Loiselle stated that DCW Robinson denied that she was went to Resident A's room on the night prior to her investigation. Ms. Loiselle stated that DCW Robinson's shift partner Shariah Phifer and Resident A both stated that DCW Robinson went to Resident A's room for about five minutes, and Resident A stated that it was during this time that DCW Robinson tried to bribe her with \$150. Ms. Loiselle stated that she believes that Resident A was offered money to drop the case. Ms. Loiselle stated that she substantiated in her investigation.

On 04/19/2022, I interviewed Home Manager Natalie Skinner. Ms. Skinner stated that DCW Porsche Robinson no longer works for Flatrock and was taken off the schedule once the allegation came to their attention. Ms. Skinner stated that DCW Shariah Phifer, who was working with DCW Robinson at the time, left employment with Flatrock after getting another job.

On 04/19/2022, I interviewed DCW Porsche Robinson. DCW Robinson stated that she has worked for Flatrock for three years and was removed from the schedule on 03/09/2022. DCW Robinson stated that she was informed the previous week that she was terminated following the Recipient Rights investigation. DCW Robinson denied pushing Resident A or slamming a door which hit her face. DCW Robinson stated that Resident A wanted to go outside during shift change and was becoming frustrated with staff for not letting her go at that time. DCW Robinson stated that Resident A kept pushing at the kitchen door and screaming it was her right to go out. DCW Robinson stated that she told Resident A to calm down and staff would let her go outside once they settled in for second shift. DCW Robinson stated that she never bribed Resident A with \$150. DCW Robinson stated that she did go into Resident A's room, but it was for normal 15-minute checks, not to bribe her with money. DCW Robinson stated that a few months ago, Resident A took \$200 out of her purse, but it was later returned after she told staff.

I attempted to contact former DCW Shariah Phifer on 04/19/2022, 04/26/2022, 05/02/2022, and 05/03/2022, but did not receive a return phone call.

|                        |  |
|------------------------|--|
| <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>       | Based on interviews with Ms. Loiselle, Resident A, Resident B, and Resident C, there is sufficient evidence to suggest that DCW Porsche Robinson pushed Resident A and shoved the kitchen door in her face. These incidents were confirmed by Resident B and Resident C, although DCW Porsche denied the allegation. DCW Porsche denied trying to bribe Resident A to rescind the complaint against her. However, DCW Porsche Robinson offered differing accounts to Recipient Rights and Licensing with regard to going into Resident A's room, where the offer took place. |
| <b>CONCLUSION:</b>     | <b>VIOLATION ESTABLISHED</b>   |

On 05/03/2022, I conducted an Exit Conference with Nicholas Burnett, Licensee Designee. I explained the findings and conclusion of the investigation. Mr. Burnett stated that DCW Porsche Robinson had been fired, and he will submit a corrective action plan.

**IV. RECOMMENDATION**

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



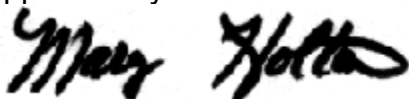
05/06/2022

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Derrick Britton  
Licensing Consultant

Date

Approved By:



05/06/2022

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Mary E Holton  
Area Manager

Date