



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 10, 2022

Jennifer Bhaskaran  
Alternative Services Inc.  
Suite 10  
32625 W Seven Mile Rd  
Livonia, MI 48152

RE: License #: AS250077486  
Investigation #: 2022A0582031  
Stanley Road

Dear Ms. Bhaskaran:

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>	AS250077486
<b>Investigation #:</b>	2022A0582031
<b>Complaint Receipt Date:</b>	03/24/2022
<b>Investigation Initiation Date:</b>	03/24/2022
<b>Report Due Date:</b>	05/23/2022
<b>Licensee Name:</b>	Alternative Services Inc.
<b>Licensee Address:</b>	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
<b>Licensee Telephone #:</b>	(248) 471-4880
<b>Administrator:</b>	Candy Hamilton
<b>Licensee Designee:</b>	Jennifer Bhaskaran
<b>Name of Facility:</b>	Stanley Road
<b>Facility Address:</b>	2162 Stanley Road Mt Morris, MI 48458
<b>Facility Telephone #:</b>	(248) 471-4880
<b>Original Issuance Date:</b>	10/22/1997
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/27/2020
<b>Expiration Date:</b>	06/26/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED, AGED DEVELOPMENTALLY DISABLED, MENTALLY ILL

**II. ALLEGATION**

	<b>Violation Established?</b>
On 03/23/2022 at approximately 12:45 AM, Resident A caused a fire in her bedroom, by setting an empty mattress on fire.	Yes

**III. METHODOLOGY**

03/24/2022	Special Investigation Intake 2022A0582031
03/24/2022	Special Investigation Initiated - Telephone
04/01/2022	Inspection Completed On-site Attempted at facility; observed residents at hotel
04/06/2022	Contact - Telephone call made With Candy Hamilton, Administrator
05/09/2022	Exit Conference With Jennifer Bhaskaran, Licensee Designee
05/09/2022	Inspection Completed-BCAL Sub. Compliance
05/09/2022	Corrective Action Plan Requested and Due on 05/26/2022
05/09/2022	Contact – Telephone call made With Valerie Walton, Home Manager
05/09/2022	Contact – Telephone call made With Resident A
05/10/2022	Contact – Telephone call made With Candy Hamilton, Administrator
05/10/2022	Contact – Telephone call made With Gina Berry, Case Manager, Genesee Health System

**ALLEGATION:**

**On 03/23/2022 at approximately 12:45 AM, Resident A caused a fire in her bedroom, by setting an empty mattress on fire.**

## INVESTIGATION:

I received this complaint on 03/24/2022, as the result of a phone call from Candy Hamilton, Administrator for the home. Ms. Hamilton reported that on 03/23/2022 at approximately 12:45AM on third shift, there was a fire at the home. The home is licensed for six residents, but they only had five residents at the time of the fire. The fire was apparently started by Resident A in her bedroom, which is a shared bedroom, but she is the only resident using the room at the time (where the sixth resident would sleep). Resident A set the empty bed mattress on fire in the room.

There was one Direct Care Worker on shift at the time, Emily Taylor. Ms. Taylor was able to evacuate the residents in a timely manner with no injuries. When she went to Resident A's room, she mentioned that smoke burst through the door, but she was able to get her out. Resident A and Resident B were sent to the hospital for observation for smoke inhalation but were released within a few hours. The fire damage was contained to Resident A's bedroom, but the sprinkler system did activate as well as the fire alarm, leaving water damage and soot. DCW Emily Taylor contacted 911 and the home manager, who then contacted the Administrator Candy Hamilton. DCW Emily Taylor was not physically injured but shook up about the incident. Ms. Hamilton stated that guardians, case managers, designated representatives have all been contacted.

Ms. Hamilton informed that the five residents are currently housed at Comfort Inn, 11911 Dixie Hwy, Birch Run, MI. Ms. Hamilton informed that they have four rooms on the same floor in close proximity (2 handicap and 2 regular rooms) for the five residents, with two staff on shift. Ms. Hamilton stated that shift leads and the manager have been back and forth to the home to get needed items (medications, clothes, etc.). Ms. Hamilton stated that they are awaiting an insurance adjuster to determine the amount of damage and figure out the repair cost, but she hopes to be able to go back in the home by Monday since the damage was only fire damage was to the bed, in addition to some water damage. Ms. Hamilton provided pictures of the fire and water damage, which confirmed Ms. Hamilton's account of what took place. The pictures included a burned mattress, smoke/soot damage in the bedroom, and hallway near the bedroom.

On 03/24/2022, I received *Incident Reports* regarding the fire and hospitalizations of Resident A and Resident B. The *Incident Reports* documented the following:

Date: 03/23/2022

At 12:45am the smoke alarm went off and staff started to evacuate the 5 consumers (names on attached page). When Staff got to one of the bedrooms [Resident A], she opened the door, and the room was filled with smoke and the sprinkler system was going off. Staff called 911 and Team Coordinator, Valerie Walton and Shift Leader, Tricia Pyciak. Fire and Police Department showed up put the fire out. 3 consumers were transported to Comfort Inn and 2 consumers were transported to hospital for possible smoke inhalation. [Resident B] case

#014646 was transported to McLaren ER and later discharged and [Resident A] case #033795 was transported to Hurley ER and later discharged.

On 04/01/2022, I attempted to conduct an unannounced, onsite inspection at the facility, but there was no one there. I conducted an unannounced, onsite inspection at Comfort Inn, 11911 Dixie Hwy, Birch Run, MI. I interviewed Valerie Walton, Home Manager. Ms. Walton stated that she and staff have been back to the home numerous times to retrieve items for residents. Ms. Walton stated that they were informed that the air ducts needed to be cleaned from black soot, and parts of the floor need to be fix due to water damage. Ms. Walton stated that it was estimated that the repairs could take two or three more weeks.

I observed each resident and resident hotel room. All residents appeared to be receiving proper care and supervision. The rooms were near each other, and staff were able to move freely between the three bedrooms. Ms. Walton stated that staff has resident medications in a locked, safe area with staff. Ms. Walton stated that residents eat breakfast at the hotel, and staff order out meals for lunch and dinner.

On 04/06/2022, I contacted Candy Hamilton, Administrator. Ms. Hamilton stated that part of the floor was buckled but has been repaired. Ms. Hamilton stated that a fire/smoke restoration team has been to the home and they are working on repairs.

On 05/09/2022, I interviewed Valerie Walton, Home Manager. Ms. Walton stated that Resident A did not have a history of fire setting, so there was nothing in her plan to address this behavior. Ms. Walton stated that since this incident, they have been in communication with Resident A's case manager to come up with a plan to address this behavior. Ms. Walton stated that Resident A smokes, so her plan may need to address her not having lighters/matches in her possession. Ms. Walton stated that Resident A denied starting the fire and becomes upset when asked about it.

On 05/09/2022, I interviewed Resident A. Resident A stated that the fire started in her room, staff woke her up, and her room was filled with smoke. Resident A stated that staff got her and everyone else outside. Resident A stated that she does not know how the fire was started. Resident A denied starting the fire.

On 05/10/2022, I interviewed Candy Hamilton, Administrator. Ms. Hamilton stated that Resident A did not have a history of fire starting and has only been at the home for a short time. Ms. Hamilton stated that a plan will be put in place to address this behavior once they meet with Resident A's case manager. Ms. Hamilton stated that she would send Resident A's Plan of Service for review.

On 05/10/2022, I interviewed Gina Berry, Case Manager from Genesee Health System. Ms. Berry stated that Resident A did not have a history of fire starting. Ms. Berry stated that this behavior will be addressed in an updated behavioral plan and in-service with staff.

I reviewed Resident A's *Individual Plan of Service* through Genesee Health System, dated 01/25/2022. There was no documentation of fire-starting behavior in the plan.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	<b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	Based on interviews with Ms. Hamilton, Ms. Walton, and Ms. Bhaskaran, and pictures provided by Ms. Hamilton, there was a fire in the home that took place on 03/23/2022. The fire was allegedly started by Resident A, who lit an empty mattress on fire in her bedroom. The fire caused smoke and soot damage, in addition to water damage from the fire suppression system. The residents have been staying at a hotel while repairs have been taking place. Residents are receiving adequate care and supervision in the hotel.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 05/09/2022, I conducted an Exit Conference with Jennifer Bhaskaran, Licensee Designee. Ms. Bhaskaran stated that she had to renew the contract with the hotel for another day, as the restoration company is making the final repairs to the home. Ms. Bhaskaran stated that new flooring and beds are in the home, and the residents should be able to move back into the home this week.

**IV. RECOMMENDATION**

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



05/09/2022

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Derrick Britton  
Licensing Consultant

Date

Approved By:



05/10/2022

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Mary E Holton  
Area Manager

Date