



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 13, 2022

Destiny Saucedo-Al Jallad  
Turning Leaf Res Rehab Svcs., Inc.  
P.O. Box 23218  
Lansing, MI 48909

RE: License #: AS330386772  
Investigation #: 2022A0783034  
Dogwood Cottage

Dear Ms. Saucedo-Al Jallad:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 (517) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Leslie Herrguth".

Leslie Herrguth, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(517) 256-2181

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT  
THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS330386772
<b>Investigation #:</b>	2022A0783034
<b>Complaint Receipt Date:</b>	03/22/2022
<b>Investigation Initiation Date:</b>	03/22/2022
<b>Report Due Date:</b>	05/21/2022
<b>Licensee Name:</b>	Turning Leaf Res Rehab Svcs., Inc.
<b>Licensee Address:</b>	621 E. Jolly Rd. Lansing, MI 48909
<b>Licensee Telephone #:</b>	(517) 393-5203
<b>Administrator:</b>	Destiny Saucedo-Al Jallad
<b>Licensee Designee:</b>	Destiny Saucedo-Al Jallad
<b>Name of Facility:</b>	Dogwood Cottage
<b>Facility Address:</b>	621 E. Jolly Road Lansing, MI 48910
<b>Facility Telephone #:</b>	(517) 393-5203
<b>Original Issuance Date:</b>	10/11/2017
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/11/2022
<b>Expiration Date:</b>	04/10/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED, DEVELOPMENTALLY DISABLED, MENTALLY ILL AGED, TRAUMATICALLY BRAIN INJURED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff members at the facility open and read Resident A's mail prior to giving it to him or do not give it to him at all.	Yes
Staff members Amanda Moran, Tushawnda Taylor, and Elizabeth West referred to Resident A as a "mother fucker."	No

**III. METHODOLOGY**

03/22/2022	Special Investigation Intake – 2022A0783034
03/22/2022	APS Referral- denied APS intake received
03/22/2022	Special Investigation Initiated – Telephone call with Complainant
03/25/2022	Inspection Completed On-site
03/25/2022	Contact - Face to Face interviews with staff member Tushawnda Taylor, licensee designee Destiny Al Jallad, Resident A, Resident B, Resident C, and Resident D
05/11/2022	Contact – Document Received – Complaint #2
05/12/2022	Contact - Telephone call made to staff members Tushawnda Taylor, Amanda Maran, and Elizabeth West
05/12/2022	Contact - Telephone call made to Destiny Al Jallad
05/12/2022	Contact - Telephone call made to Complainant #2
05/13/2022	Exit Conference with Destiny Al Jallad

**ALLEGATION:**

**Staff members at the facility open and read Resident A's mail prior to giving it to him or do not give it to him at all.**

**INVESTIGATION:**

On March 22, 2022, I received a denied adult protective services complaint that stated staff members at the facility have been opening and reading Resident A's mail before giving it to him. The complaint stated staff members have failed to give Resident A his mail from the court or the office of recipient rights. The written complaint stated this has been happening for the past six months.

On March 22, 2022, I spoke to the APS referral source who said Resident A told her that his mail from the office of recipient rights and the probate court have been consistently opened by staff members or not given to him at all.

On March 25, 2022, I spoke to Resident A who said he had a court hearing as he has requested a change in guardian and he never received the paperwork mailed by the court because it was delivered to the facility "office" and no staff member ever brought him the paperwork that was mailed to him by the court.

On March 25, 2022, and May 12, 2022, I spoke to licensee designee Destiny Al Jallad who said all resident mail comes to the facility office located on the same "campus" as the facility. Ms. Al Jallad said once received in the office the mail is sorted and taken to each cottage (facility) and given to residents. Ms. Al Jallad said mail that appears personal is not opened but mail from an agency or court would be opened and read by herself or Ms. Ely-Costa because as the licensee designee she is responsible for coordination of each resident's care. Ms. Al Jallad stated this is not done to invade residents' privacy but rather to ensure that each residents gets the case management services the resident needs and that services, funding, etc. are not terminated due to lack of action on the part of the resident. Ms. Al Jallad denied that any mail has ever been withheld from Resident A. Ms. Al Jallad stated that when she was advised that Resident A has a right to receive uncensored and unopened mail, staff members began opening Resident A's mail with him.

On March 25, 2022, I spoke to program manager Amber Ely-Costa who said all resident mail comes to the office located on the same campus at the facility and the mail is sorted and delivered to residents within "a few" hours of the mail arriving. Ms. Ely-Costa said she is the person who sorts and helps deliver the mail to the cottages. Ms. Ely-Costa said all personal mail and packages are given to residents unopened but mail from an agency or court would be opened to determine what action staff members at the facility need to take regarding the documents. Ms. Ely-Costa denied that any mail has ever been withheld from Resident A.

On May 12, 2022, I spoke to direct care staff member and assistant program manager Elizabeth West who said she has seen mail delivered to residents

unopened and that she has never seen any resident receive a piece of mail that was already opened. Ms. West said the mail is delivered to residents timely each day.

On May 12, 2022, I spoke to direct care staff member Dan James who said all mail comes into the office and is then sorted and delivered to each cottage on campus. Mr. James said delivering mail to residents, including Resident A is something he does regularly. Mr. James stated recently a change was made and if a resident receives a piece of mail from an agency or a court the staff member opens the document with the resident if the resident is agreeable to that. According to Mr. James since the recent change was made staff members would read or open Resident A's mail with Resident A if he desired assistance.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</b></p> <p><b>(d) The right to write, send, and receive uncensored and unopened mail at his or her own expense.</b></p> <p><b>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</b></p>
<b>ANALYSIS:</b>	Though it was not done with the intention of invading his privacy and it appears the problem has been corrected, based on statements from Complainant, Resident A, Ms. Al Jallad, Ms. Ely – Costa and Mr. James, I determined that Resident A's right to receive uncensored and unopened mail was not observed when Ms. Al Jallad or Ms. Ely – Costa opened Resident A's mail that did not appear "personal" but from an agency or court.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

**Staff members Amanda Moran, Tushawnda Taylor, and Elizabeth West referred to Resident A as a “mother fucker.”**

**INVESTIGATION:**

On March 22, 2022, I received a denied adult protective services (APS) complaint via intake that stated Resident A is diagnosed with schizoaffective disorder bi-polar type and unspecified personality disorder and has no known physical health conditions. The written complaint stated on March 18, 2022, in the morning while in the kitchen, direct care staff member Tushawnda “Shawn” Taylor called Resident A a “mother fucker.” The written complaint stated on the same day at a different time while in the living room, direct care staff member Elizabeth West looked at Resident A and called him a “mother fucker.” The complaint stated it was unknown why Ms. Taylor and Ms. West called Resident A a “mother fucker”. The written complaint stated Resident A and the staff members involved were not talking about anything to provoke either staff member. On May 11, 2022, I received a second complaint via centralized intake that stated on May 6, 2022, at approximately 4:00 pm direct care staff members Tushawnda Taylor, Elizabeth West, and Amanda Moran called Resident A a “mother fucker” while the two were in the kitchen.

On March 22, 2022, I spoke to the APS referral source who said when she spoke to Resident A on March 18, 2022, Resident A would not or could not provide any additional information concerning the allegations. Complainant said she spoke to Resident A again on March 21, 2022, and Resident A once again refused to discuss the allegations and began to get angry so the interview was ended. On May 12, 2022, I telephoned Complainant #2 who stated she spoke to Resident A on May 6, 2022, and he told her that direct care staff members Amanda Maran, Tushawnda Taylor, and Elizabeth West called him a “mother fucker” while in the kitchen at approximately 4:00 pm. Complainant #2 stated Resident A did not provide any additional details.

On March 25, 2022, I interviewed Resident A who said direct care staff members Tushawnda “Shawn” Taylor and Elizabeth “Liz” West both referred to him as a “mother fucker” because Resident A was “getting on their nerves.” When asked further questions Resident A became angry and asked me to stop asking him questions so the interview was terminated. On May 12, 2022, I telephoned the facility and asked to speak to Resident A but he did not wish to talk to me.

On March 25, 2022, and May 12, 2022, I interviewed direct care staff member Tushawnda “Shawn” Taylor who stated she never cursed at Resident A, never called him a name, and never referred to Resident A as a “mother fucker.” Ms. Taylor said another resident at the facility said, “this mother fucker is picking at me,” and Ms. West asked, “What mother fucker?” Ms. West said when she learned that resident was agitated and referred to Resident A as a “mother fucker,” she reported it to Ms. West over the telephone because Ms. West is the assistant program

manager for the facility. Ms. Taylor said Resident A may have been confused because she was reporting what another resident said, but she did not call Resident A a “mother fucker” at any time including on March 18, 2022, nor May 6, 2022. Ms. Taylor stated she was not at the facility on May 6, 2022, and that Resident A has been “delusional” and saying a lot of things that are out of the ordinary for Resident A and that he was petitioned and certified to receive inpatient psychiatric services on May 9, 2022. Ms. Taylor stated she is familiar with staff members Amanda Maran and Elizabeth West and said she had no concerns regarding their interactions with Resident A nor has she ever heard either of them refer to Resident A as a “mother fucker.”

On May 12, 2022, I spoke to direct care staff member and assistant program manager Elizabeth “Liz” West who stated she never cursed at Resident A, never called him a name, and never referred to him as a “mother fucker.” Ms. West said Resident A often threatens her with telling people she called him a “mother fucker” but that she did not call him that name on March 18, 2022, May 6, 2022, nor ever. Ms. West said she recalled a telephone conversation with Ms. Taylor wherein Ms. Taylor explained to her that another resident was agitated with Resident A and referred to him as a “mother fucker.” Ms. West said she heard Resident A tell Ms. Moran that “he was going to tell people she called him a mother fucker” when he was angry. Ms. West said no other resident, visitor, staff member etc. has ever complained about Ms. Taylor or Ms. Moran violating any resident rights or speaking disrespectfully toward residents. Ms. West said she observed both staff members interact with Resident A specifically and that they “do well with” Resident A. Ms. West added that Resident A is currently hospitalized and had been going through a period of refusing to take his prescribed medication and severe emotional dysregulation.

On May 12, 2022, I spoke to direct care staff member Amanda Maran who said she never cursed at Resident A, never called him a name, and never referred to him as a “mother fucker” on May 6, 2022, nor any other day. Ms. Maran said Resident A “is one of [her] favorite residents,” and described the two as having “a good bond.” Ms. Maran said Resident A had been refusing his medication and his behavior was “not at baseline” so a petition was filed and Resident A was certified for inpatient psychiatric treatment on May 9, 2022. Ms. Maran said on or about May 6, 2022, Resident A became agitated with her because he wanted a cigar but it was not time for one based on his written care plan so she did not give Resident A a cigar and he telephoned the office of recipient rights (ORR) and told them that Ms. Maran called him a “mother fucker,” which she did not.

On March 25, 2022, I interviewed Residents B, C, and D and all denied that they ever heard direct care staff members Tushawnda “Shawn” Taylor nor Liz West, nor Amanda Moran refer to Resident A as a “mother fucker,” nor any other name.

On May 12, 2022, I spoke to direct care staff member Dan James who said he is familiar with direct care staff members Tushawnda “Shawn” Taylor, Amanda Moran

and Elizabeth “Liz” West and stated he has seen all of them interact with Resident A and has never heard them curse nor speak to Resident A in a disrespectful tone or manner, even if Resident A presents as rude to them. Mr. James stated the three accused staff members interact with Resident A in the same manner in which he does and that is “respectfully.”

On March 25, 2022, and May 12, 2022, I interviewed licensee designee Destiny Al Jallad and Program Manager Amber Ely-Costa who both denied that any of the staff members accused of calling Resident A a “mother fucker” have ever been accused of nor disciplined for using inappropriate language toward residents nor calling them a name. Ms. Ely – Costa said she regularly observes all three accused staff members interact with Resident A and she has never heard any of them speak to him in an inappropriate way, nor call him a name nor curse at him. Ms. Al Jallad said Resident A consistently refused to take his prescribed psychiatric medication for the past month to two months and that he has become extremely emotionally dysregulated, so a petition was filed and certified by a physician requiring Resident A to receive inpatient psychiatric services on May 9, 2022. Ms. Al Jallad stated there was no bed available for Resident A at an inpatient psychiatric treatment center, so he was discharged back to the facility on May 12, 2022. Ms. Al Jallad provided dozens of incident reports that documented Resident A’s emotional dysregulation, aggression, medication refusals, and tendency to accuse staff members of things such as calling him names.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</b></p> <p style="padding-left: 40px;"><b>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</b></p> <p><b>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</b></p>

<b>ANALYSIS:</b>	Based on statements from Complainant, Complainant #2, Ms. Taylor, Ms. West, Ms. Maran, Mr. James, Ms. Al Jallad, Ms. Ely – Costa, Resident B, Resident C, and Resident D along with written documentation at the facility there is lack of evidence to suggest that direct care staff members Amanda Maran, Tushawnda Taylor, and Elizabeth West called Resident A any derogatory name. Rather based on the interviews and written incident reports at the facility it appears that Resident A was emotionally dysregulated and in need of inpatient psychiatric services at the time the allegation was made.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Leslie Herrguth*

05/13/2022

Leslie Herrguth  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

05/13/2022

Dawn N. Timm  
Area Manager

Date