



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 26, 2022

Marilyn Jenkins
Lakeside Manor Inc
8790 Arlington
White Lake, MI 48386

RE: License #: AL630086778
Investigation #: 2022A0612004
Lakeside Manor Inc

Dear Ms. Jenkins:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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.

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 "Johnna Cade".

Johnna Cade, Licensing Consultant
Cadillac Place
3026 W. Grand Blvd. Ste 9-100
Detroit, MI 48202
Phone: 248-302-2409

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL630086778
Investigation #:	2022A0612004
Complaint Receipt Date:	06/21/2022
Investigation Initiation Date:	06/21/2022
Report Due Date:	08/20/2022
Licensee Name:	Lakeside Manor Inc
Licensee Address:	8790 Arlington White Lake, MI 48386
Licensee Telephone #:	(248) 666-9010
Licensee Designee:	Marilyn Jenkins
Name of Facility:	Lakeside Manor Inc
Facility Address:	8790 Arlington White Lake, MI 48386
Facility Telephone #:	(248) 666-9010
Original Issuance Date:	11/13/2000
License Status:	REGULAR
Effective Date:	07/07/2021
Expiration Date:	07/06/2023
Capacity:	20
Program Type:	MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
<ul style="list-style-type: none"> • Resident A is allergic to cats. Resident A told the home manager, Nancy, that he is allergic to cats. She told him "too bad. I will get rid of you and keep the cat." • Nancy screams and yells at the residents, taking away their smoking privileges, as well as their cash on hand. • Nancy leaves residents in the hallway, nude, and covered in urine. Resident A has cared for the resident, as nobody else assisted. • Nancy threatens that Resident A will have to eat in the basement if he does not comply with her demands. • An unknown lady from the State of Michigan (Ms. Berry) came to the home last week to check out the home's conditions. Nancy only showed the lady a small portion of the home and did not show her the upstairs or basement. • Nancy threatened the residents not to speak with the lady. Nancy told Resident A not to talk to anyone about the home conditions. Because Resident A spoke to Ms. Berry, Nancy told Resident A that she will have him committed to the hospital for a month. Today, Nancy called the police and had Resident A placed at McLaren hospital for psychiatric issues. Nancy claimed that Resident A was acting out, but he was not. 	No
<ul style="list-style-type: none"> • Nancy takes Resident A's wallet and phone away from him and goes thru all his papers. • Nancy took \$400 out of Resident A's wallet and will not give it back to him. 	No
<ul style="list-style-type: none"> • There is a cat litter box in Resident A's bedroom and there is cat feces on the floor. • There is human feces on the toilet and the floor in the bathrooms. The home manager, Nancy leaves a mop outside the bathroom so that the residents can clean the bathroom before they use it, as Nancy refuses to do it. • There is a hole in the wall in Resident A's bedroom. Rodents run in and out of it at night. • Nancy allows family members and employees to change their children's diapers on the kitchen counter where the food is being prepared. 	Yes

III. METHODOLOGY

06/21/2022	Special Investigation Intake 2022A0612004
06/21/2022	APS Referral Adult Protective Services (APS) worker assigned to investigate
06/21/2022	Special Investigation Initiated - Letter Email sent to assigned APS worker Jonathan Johnson
06/23/2022	Inspection Completed On-site Unscheduled onsite inspection completed with APS worker, Mr. Johnson. I interviewed vice president, Donna Newman, direct care worker, Carlee Ragatz, and seven residents (Residents C, D, E, F, G, H and I).
07/25/2022	Contact - Telephone call made A call was made to Resident A. There was no answer. I left a voicemail requesting a return call. I called Resident A's guardian. Resident A's guardian stated he was unable to complete an interview at this time. I completed a telephone interview with home manager, Nancy Huntington
07/27/2022	Contact - Telephone call made I called Resident A's guardian. There was no answer. I left a voicemail requesting a return call.
07/29/2022	Contact - Telephone call made I completed a telephone interview with Resident A.
08/11/2022	Exit Conference I called licensee designee, Marilyn Jenkins to review my findings. There was no answer. I left a detailed voicemail message.

ALLEGATION:

- **Resident A is allergic to cats. Resident A told the home manager, Nancy, that he is allergic to cats. She told him "too bad. I will get rid of you and keep the cat."**
- **Nancy screams and yells at the residents, taking away their smoking privileges, as well as their cash on hand.**
- **Nancy leaves residents in the hallway, nude, and covered in urine. Resident A has cared for the resident, as nobody else assisted.**
- **Nancy threatens that Resident A will have to eat in the basement if he does not comply with her demands.**
- **An unknown lady from the State of Michigan (Ms. Berry) came to the home last week to check out the home conditions. Nancy only showed the lady a small portion of the home and did not show her the upstairs or basement.**
- **Nancy threatened the residents not to speak with the lady. Nancy told Resident A not to talk to anyone about the home conditions. Because Resident A spoke to Ms. Berry, Nancy told Resident A that she will have him committed to the hospital for a month. Today, Nancy called the police and had Resident A placed at McLaren hospital for psychiatric issues. Nancy claimed that Resident A was acting out, but he was not.**

INVESTIGATION:

On 06/21/22, I received a complaint from Adult Protective Services (APS) that indicates Resident A is allergic to cats. Resident A told home manager, Nancy Huntington, that he is allergic to cats. She told him "too bad. I will get rid of you and keep the cat." The litter box is in his room, having cat feces on the floor. There is human feces on the toilet and the floor in the bathrooms. She leaves a mop outside the bathroom so that the residents can clean the bathroom before they use it, as Nancy refuses to do it. There is a hole in the wall in Resident A bedroom, having rodents run in and out of it at night. Nancy allows family members and employees to change their children's diapers on the kitchen counter where the food is being prepared. Nancy screams and yells at the residents, taking away their smoking privileges, as well as their cash on hand. Nancy leaves residents in the hallway, nude, and covered in urine. Resident A has cared for the resident, as nobody else assisted. An unknown lady from the State of Michigan (Ms. Berry) came to the home last week to check out the home conditions. Nancy only showed the lady a small portion of the home. Nancy did not show her the upstairs or basement of the home. Nancy threatened the residents not to speak with the lady. Nancy told Resident A not to talk to anyone about the home conditions. Because Resident A spoke with Ms. Berry, Nancy told Resident A that she will have him committed to the hospital for a month. Today, Nancy called the police and had Resident A placed at McLaren hospital for psychiatric issues. Nancy claimed that Resident A was acting out, but he was not. Nancy charges him \$2,600.00 per month to reside in the

home. Resident A has only been at the home for approximately five weeks. Nancy threatens that Resident will have to eat in the basement if he does not comply with her demands. She takes his wallet and phone away from him and goes through all his papers. Nancy took \$400 out of his wallet and will not give it back to him. Nancy made up a story about Resident A taking tabs off vehicles; however, it is a lie.

On 06/21/22, I initiated my investigation with an email to the assigned Adult Protective Services (APS) worker, Johnathon Johnson. Mr. Johnson and I arranged to complete interviews together onsite.

On 06/23/22, Mr. Johnson and I completed an unscheduled onsite investigation at Lakeside Manor. I interviewed vice president, Donna Newman, direct care worker, Carlee Ragatz, and seven residents (Residents C, D, E, F, G, H and I).

On 6/23/22, I interviewed direct care worker, Carlee Ragatz. Ms. Ragatz stated she has worked at Lakeside Manor since 2017. Ms. Ragatz believes there is an investigation because of Resident A making reports. Resident A had a problem with the home since he arrived. Ms. Ragatz stated Resident A did not want to be in a group home and made it known. Resident A took the tabs off of people's cars. She did not see him do it, but it is something that he would do. Resident A was sent to the hospital due to being aggressive. Ms. Ragatz stated Resident A was aggressive with the home manager, Nancy by slamming his fist on the table. She denies that Resident A threatened staff.

Ms. Ragatz denied that Resident A ever had to change other residents in the home. She stated that they would not have allowed Resident A to change other residents. Ms. Ragatz stated Resident A's roommate, Resident B has a cat. The litter box is in their room. She stated Resident A reported that he was allergic to cats. However, Resident A's family informed them that it was "not that serious." Ms. Ragatz stated due to the number of residents in the home, they eat meals in the dining rooms upstairs and downstairs and if they choose, some residents eat outside. There are no assigned seats for meals. Residents can eat wherever they prefer.

On 06/23/22, I interviewed vice president, Donna Newman. Ms. Newman stated Resident A's roommate, Resident B has a cat. Resident B had the cat before Resident A moved into the home. Ms. Newman stated Resident A informed them that he was allergic to cats. As such, he was offered the opportunity to change rooms three times. Ms. Newman denies that she ever told Resident A that they would keep the cat over him or any variation of this phrase. Ms. Newman further denies ever hearing home manager Nancy, tell Resident A that she would keep the cat over him or say any variation of this phrase. Ms. Newman stated Resident A would pick up the cat, and never appeared to be experiencing an allergic reaction.

Ms. Newman stated the home has a dining room upstairs and downstairs. Resident A has no mobility issues as such, he ate in the downstairs dining room. Residents eat meals in both dining rooms at the same time. It is normal for some residents to eat

upstairs and others to eat downstairs. Ms. Newman denied hearing anyone ever threaten Resident A telling him that he would have to eat downstairs.

Ms. Newman stated on an unknown date Resident A told her that he changed his roommate, Resident B. Resident A did not suggest that he did this because staff refused to change Resident B. Resident B could not make it to the bathroom on time and had an accident. The staff on duty was not informed of the issue. Resident A assisted Resident B in changing out of his soiled clothes. Staff were not informed until the next morning.

Ms. Newman stated no residents, including Resident A, were ever instructed not to speak to any state officials. Ms. Newman stated Resident A was never told not to talk to Ms. Berry. Ms. Newman stated Resident A was hospitalized because he threatened a staff by pounding his fist on the medication cart. He was not hospitalized for speaking to Ms. Berry.

On 06/23/22, I interviewed Resident C. Resident C spoke with mumbled speech. Resident C was dressed appropriately and well groomed. Resident C was unable to answer questions regarding this investigation.

On 06/23/22, I interviewed Resident D. Resident D stated he had no complaints about the care he was receiving at the home. Resident D denied being screamed at or having his privileges and/or cash on hand being taken away. Resident D stated he has never been instructed not to speak to any state officials who have come to the home.

On 06/23/22, I interviewed Resident E. Resident E stated, "I smoke too much." Resident E was unable/unwilling to answer questions related to this investigation.

On 06/23/22, I interviewed Resident F. Resident F denied being screamed at or having his privileges and/or cash on hand being taken away. Resident F stated he has never been instructed not to speak to any state officials who have come to the home.

On 06/23/22, I interviewed Resident G. Resident G denied any concerns related to staff. Resident G denied being screamed at by staff. Resident G denied that her privileges and/or cash on hand have been taken away. Resident G denied that was ever instructed not to speak to any state officials who have come to the home.

On 06/23/22, I interviewed Resident H. Resident H stated he would like to go to the Veteran Affairs Office and make his end-of-life plans. Resident H was unwilling/unable to answer questions related to this investigation.

On 06/23/22, I interviewed Resident I. Resident I was observed sitting on the couch in the living room. Resident I stated he has no concerns he would like to discuss. Resident I declined to be interviewed for this investigation.

On 07/25/22, I conducted a telephone interview with home manager, Nancy Huntington. Ms. Huntington stated Resident A's roommate, Resident B has a cat. The cat is 18 years old. Resident B has had the cat for 10 years. Ms. Huntington stated she asked Resident A daily if he wanted to move bedrooms because of the cat, he declined. Ms. Huntington stated the home had three open bedrooms so there would have been no issue with Resident A moving rooms. Ms. Huntington denied telling Resident A that she would keep the cat and make him move or any variation of this phrase.

Ms. Huntington stated they were not responsible for Resident A's funds and did not keep cash on hand for him. Ms. Huntington denied threatening to take any funds from Resident A. Ms. Huntington stated there are some residents whose guardians authorize their cash on hand to be taken away if it presents a safety issue. For example, if a resident is consistently eloping from the home to go to the store, their guardian may say that they can no longer keep cash on hand. This is because eloping is a safety concern. Ms. Huntington further explains, with a guardian's consent a resident's cigarettes may be limited. For example, if a resident is having a behavioral issue such as refusing to return their lighter after smoking, she may tell them that they cannot smoke at the next smoke break if the behavior continues. Ms. Huntington stated that this comment is never said to a resident aggressively or without guardian consent. Ms. Huntington further remarks residents value smoking so they usually agree to turn in their lighter and are always able to smoke at the next smoke break.

Ms. Huntington stated Resident A never had to change and/or assist any resident with personal care. Ms. Huntington stated Resident A's roommate, Resident B is historically independent with toileting. However, Resident B started taking Ativan at night and began wetting the bed because he could not wake up fast enough to get to the bathroom. Ms. Huntington stated when this happened, Resident A took it upon himself to assist Resident B in changing out of his soiled clothing. Staff were not aware that this was occurring until after it happened. When staff learned of this, Resident A was asked to let staff assist Resident B in those situations.

Ms. Huntington stated Lakeside Manor has two dining rooms, one is upstairs, and the other is downstairs. Residents who can independently carry their meal trays eat downstairs and those who require more support while eating eat upstairs. Ms. Huntington stated the dining room downstairs is very comfortable. There is a TV and residents typically enjoy eating meals together there. Ms. Huntington stated on an unknown date, she was talking to Resident A and told him one of his housemate's health was changing and he may require additional supports while eating. She suggested that Resident A may have to eat downstairs so his housemate could eat in the upstairs dining room. Ms. Huntington stated she said this to Resident A as a compliment because eating downstairs indicates that he is independent, can carry his own meal tray, and does not require staff assistance during meals. However, this upset Resident A. Resident A said he would never eat downstairs. Ms. Huntington acknowledged this and stated Resident A never ate in the downstairs dining room.

Ms. Huntington stated licensing consultant, Cindy Berry, came to the home for an investigation. Ms. Berry interviewed residents outside. Ms. Huntington stated Ms. Berry was welcome to talk to any resident she chose. Ms. Huntington stated Ms. Berry interviewed Resident A. She was surprised Ms. Berry chose to interview Resident A, because Resident A was new to the home, but she would never tell a resident not to talk to a state investigator. Ms. Huntington stated Resident A was admitted into the hospital because his blood alcohol content was .27%. Ms. Huntington stated a psychiatric admission was considered; however, it was determined that Resident A does not have psychiatric issues. His issues are related to his alcohol use and therefore, he was discharged.

On 07/29/22, I completed a telephone interview with Resident A. Resident A reports he is no longer living at Lakeside Manor, he has moved back home to his condo. Resident A had slurred speech, he was guarded, and stated on numerous occasions that he did not want to talk about these allegations.

Resident A stated his bedroom was near the downstairs bathroom and residents would poop on themselves and he would "have to deal with it." Resident A stated staff did not assist the residents, so he helped them to change out of their dirty clothes. When asked what staff were doing when this occurred Resident A said, "nothing."

Resident A stated he spoke to Ms. Berry and then he mouthed off to Nancy. Nancy had him petitioned to a psychiatric hospital. Resident A stated he is allergic to cats. His roommate had a cat. Nancy told him that she would not remove the cat, she would move him. Resident A stated he declined to move rooms and told her she needed to get rid of the cat and the litter box. Resident A stated he chose to feed the cat and clean the cat's litter box; he was not asked to care for the cat.

Resident A stated Nancy told him that he had to eat in the basement because he was not qualified to eat upstairs. Resident A stated he does not know what the qualifications are to eat upstairs. Resident A stated he ate in the basement, alone there were no other residents downstairs with him. Resident A stated there was not a dining room in the basement. When asked how the area was set up Resident A stated, "like a basement. It was nasty."

On 06/23/22, I completed an onsite inspection of the home. I observed two dining rooms, one upstairs and one downstairs. Both dining rooms were adequate for eating meals. The upstairs dining room sits 12 residents. The dining room downstairs sits 5 residents. The furniture in both dining rooms is appropriate. There is a TV in both the upstairs and downstairs dining room.

APPLICABLE RULE	
R 400.15305	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:	<p>Based on the information gathered through my investigation, there is insufficient information to conclude any Lakeside Manor staff failed to treat any residents with dignity and failed to attend to his or her personal needs, including protection and safety. Ms. Huntington offered to move Resident A's room due to him being allergic to cats. However, he chose not to change rooms. Other than Resident A, there are no reports of Ms. Huntington telling Resident A that she would get rid of him and keep the cat or any variation of this phrase. Other than Resident A, there are no reports of Ms. Huntington screaming and yelling, taking away smoking privileges, and/or cash on hand.</p> <p>Resident A stated he assisted Resident B with changing out of soiled clothing after Resident B accidentally wet himself one evening. It was consistently reported by Ms. Newman and Ms. Huntington that they were not made aware that this occurred until the following day. At that time, this issue was addressed, and Resident A was advised to allow staff to assist Resident B if a situation like this occurred.</p> <p>The home is equipped with two dining rooms, one upstairs and one in the basement. There were no reports of Ms. Huntington threatening Resident A to eat in the basement if he does not comply with her demands. Residents D, F, and G report no restrictions when speaking to state officials such as Ms. Berry.</p>
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:

	<p>(f) Subject a resident to any of the following: (ii) Verbal abuse. (iv) Threats.</p>
ANALYSIS:	<p>Based on the information gathered through my investigation, there is insufficient information to conclude any Lakeside Manor staff verbally abused and/or threatened a resident. Other than Resident A, there are no reports of Ms. Huntington screaming and yelling. There were no reports of Ms. Huntington threatening Resident A to eat in the basement if he does not comply with her demands. Residents D, F, and G report no restrictions and/or threats as a result of them speaking to state officials such as Ms. Berry.</p>
CONCLUSION:	<p>VIOLATION NOT ESTABLISHED</p>

ALLEGATION:

- **Nancy takes Resident A’s wallet and phone away from him and goes through all his papers**
- **Nancy took \$400 out of Resident A’s wallet and will not give it back to him**

INVESTIGATION:

On 06/23/22, I interviewed vice president, Donna Newman. Ms. Newman stated Resident A’s son was responsible for his money. Resident A did not have cash on hand in the home. Ms. Newman stated Resident A could not hold his own money because he would go to the store and spend it on alcohol. Ms. Newman stated Resident A ordered take out on Fridays and pizza twice a week. He was able to order food independently and did so without staff assistance as staff did not have access to his funds. Ms. Newman denied that she or the home manager, Nancy, took any of Resident A’s money. To her knowledge, Resident A did not have cash.

On 07/25/22, I conducted a telephone interview with home manager, Nancy Huntington. Ms. Huntington stated when Resident A was moving out of Lakeside Manor his guardian assisted him in taking boxes to the car. While moving his belongings out, Resident A accused her of stealing his wallet and phone. Ms. Huntington stated Resident A and his guardian went through the boxes and found his phone and wallet. Ms. Huntington denied that she stole any of Resident A’s belongings. Ms. Huntington further stated Resident A’s family gave Lakeside Manor \$400 to purchase personal items for Resident A. The money was put into the resident trust fund and documented on Resident A’s Resident Funds Part II sheet. Ms. Huntington stated the money was used to buy Resident A things that he needed. Ms. Huntington stated she did not steal any of Resident A’s funds.

On 07/29/22, I completed a telephone interview with Resident A, who no longer lives at Lakeside Manor. Resident A stated Ms. Huntington stole \$400 from him. Resident A stated Ms. Huntington took the money from his wallet the day he moved in. Resident A and his guardian were in Ms. Huntington's office and she asked to see his wallet. She then removed \$400 cash from his wallet and took it. Then, Resident A remarked, "I was buying people pizza and everything. She was playing games with me." Resident A stated the home needs to be closed and said he does not want to discuss this allegation any further because "it's not going to go anywhere."

I reviewed Resident A's Resident Funds Part II sheet. Transactions were tracked from 05/06/22 – 06/03/22. Transactions included cash deposits, pizza, ordering out, purchases from Kroger, AFC monthly payment, insulin supplies, etc. The ledger was balanced.

I contacted Resident A's guardian on 07/25/22 and 07/27/22 regarding the allegations. Resident A's guardian was unable to be interviewed. On 08/02/22, I received a voicemail from APS worker, Mr. Johnson who stated he spoke to Resident A's guardian who denied any concerns regarding the home.

APPLICABLE RULE	
R 400.15315	Handling of resident funds and valuables.
	(10) A licensee, administrator, direct care staff, other employees, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident.
ANALYSIS:	Based on the information gathered through my investigation, there is insufficient information to conclude any Lakeside Manor staff took and/or borrowed money or valuables from Resident A. Financial transaction were documented on Resident A's Resident Funds Part II sheet. The ledger was balanced.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

- **There is a cat litter box in Resident A's bedroom and there is cat feces on the floor.**
- **There is human feces on the toilet and the floor in the bathrooms. The home manager, Nancy leaves a mop outside the bathroom so that the residents can clean the bathroom before they use it, as Nancy refuses to do it.**
- **There is a hole in the wall in Resident A's bedroom. Rodents run in and out of it at night.**

- **Nancy allows family members and employees to change their children's diapers on the kitchen counter where the food is being prepared.**

INVESTIGATION:

On 6/23/22, I interviewed direct care worker, Carlee Ragatz. Ms. Ragatz stated staff clean all five bathrooms in the home two to three times a day. She reported the bathrooms are also cleaned when a resident makes them aware that they are dirty. Ms. Ragatz stated the bathroom on the main floor gets dirty the most due to the amount of people using it. Resident A would choose to clean the bathroom himself; no one would tell him to do it. Ms. Ragatz stated if a resident would go to the bathroom and miss the toilet Resident A would just clean it up.

Ms. Ragatz stated there are no rodents in the home. She explained that the home has two cats so they would know if there were rodents, because the cats would catch them. Ms. Ragatz stated Resident A's roommate, Resident B has a cat. The litter box is in their room. Resident B cleans his cat's litter box. Ms. Ragatz stated that the home also has a house cat and staff clean that cat's litter box. She stated that staff are now cleaning both litter boxes due to Resident B not being in the home (he is in rehab.) Ms. Ragatz stated that the cats do not use the bathroom outside of the litter box.

Ms. Ragatz stated she has a two-year old son who she brings to work. She reported that her son is changed in the staff office or on the kitchen floor. She stated that another direct care worker, Monica, has a newborn baby who is sometimes changed on the kitchen counter. Ms. Ragatz stated when the baby is being changed on the kitchen counter there is no food being prepared and a blanket is laid down under the baby, on the counter.

On 06/23/22, I interviewed vice president, Donna Newman. Ms. Newman stated Resident A's roommate, Resident B has a cat. Resident B is currently in rehab for a physical health issue. While Resident B is out of the home, Resident A took it upon himself to change the cat's litter box. Resident A was never asked to complete this task. Staff were providing care to the cat while Resident B was gone. When Resident B is home, he provides care to his cat and staff assist him as needed. Ms. Newman stated the house also has a house cat. Care for that cat is provided by staff. Ms. Newman stated there are no cat feces on the floor outside of the cat's litterbox.

Ms. Newman stated there are staff who bring their children to work. When a child needs to be changed, it is done on a blanket on the kitchen floor or in the staff office. Ms. Newman stated there may have been a time when direct care worker, Monica's newborn baby was changed on the kitchen counter; however, there was a blanket on the counter under the baby. The baby was not changed near food being prepared.

Ms. Newman stated staff clean all the bathrooms in the home. Residents are never told to clean them. Resident A would choose to clean the bathroom; however, he was never asked to do so. Ms. Newman stated there is a mop kept in the hallway near the

bathroom that Resident A used to clean. Ms. Newman explained sometimes a resident may miss the toilet and urinate on the floor. Usually, someone will let staff know and staff will clean it up. Ms. Newman stated sometimes there could be feces on the toilet, walls, and/or floors from a resident. Ms. Newman stated staff spot clean the bathrooms at least two times a shift and when someone alerts them of an issue. However, there are times that a bathroom may be unusable due to being unclean. This is caused by residents; however, it is cleaned up by staff.

Ms. Newman stated there is a hole in the wall in Resident A's room. It is unknown when and how this hole occurred. Ms. Newman stated she has never seen any rodents in the home and states they have two cats who would catch any rodents. Ms. Newman stated the home has experienced an issue with fruit flies in the past. This issue is a result of having bananas out and residents throwing toilet paper with feces on it in the bathroom waste basket.

On 06/23/22, I interviewed Resident C. Resident C spoke with mumbled speech. Resident C was dressed appropriately and well groomed. Resident C was unable to answer open ended questions regarding this investigation.

On 06/23/22, I interviewed Resident D. Resident D stated he had no complaints about the care he was receiving at the home. Resident D stated the home is well maintained. The cats are cared for, and he likes having them around. Resident D stated he does not clean the bathrooms in the home and does not believe Resident A was asked to clean the bathrooms.

On 06/23/22, I interviewed Resident E. Resident E stated, "I smoke too much." Resident E was unable/unwilling to answer questions related to this investigation.

On 06/23/22, I interviewed Resident F. Resident F stated, "I think the home is clean." Resident F reported he had no issues or complaints about the conditions of the home and/or the staff.

On 06/23/22, I interviewed Resident G. Resident G stated the garbage in her bedroom is not taken out by staff. She stated she assists around the house with chores because she wants to. She and her housemates are not asked to do chores.

On 06/23/22, I interviewed Resident H. Resident H stated he would like to go to the Veteran Affairs Office and make his end-of-life plans. Resident H was unwilling/unable to answer questions related to this investigation.

On 06/23/22, I interviewed Resident I. Resident I was observed sitting on the couch in the living room. Resident I declined to be interviewed for this investigation.

On 06/23/22, I completed an onsite inspection of the home. I observed the sink and shower in the bathroom on the main level to be tarnished a dark orange color, likely caused by well water. The shower curtain is soiled and needs to be replaced. The toilet

was soiled in feces. There was a mop and fresh mop water located in the hallway outside of the bathroom. In Resident A and Resident B's bedroom, there was a litter box on the floor. The litter box was soiled. The litter and cat feces were inside of the litter box. I observed a hole in the wall in Resident A's bedroom. The hole is near the head of the bed, in the bottom corner of the wall, near the baseboard. I did not observe rodents in or around this hole.

On 07/25/22, I conducted a telephone interview with home manager, Nancy Huntington. Ms. Huntington stated Resident A's roommate, Resident B has a cat. The cat is 18 years old. Resident B has had the cat for 10 years. It is Resident B's responsibility to care for the cat. Due to the cat's age, there are times when the cat may kick litter out of the litter box. Ms. Huntington stated Resident A took a liking to Resident B and the cat. Resident A would take it upon himself to clean up after the cat. Resident A was never asked to care for the cat.

Ms. Huntington stated Resident A's bedroom was next door to the downstairs bathroom that is used regularly by all the residents in the home. Ms. Huntington stated the bathroom is cleaned at least five times daily. However, some residents miss the toilet, it is, "the nature of the business we are in." Ms. Huntington stated, staff regularly stay on top of cleaning the bathroom because they know it gets dirty frequently. A mop and a Swiffer are kept in the hallway for quick access while cleaning. Ms. Huntington stated Resident A was new to living in a group home setting, he was not used to sharing a bathroom with multiple people. There were times when Resident A chose to clean the bathroom because he was not satisfied with the conditions. Ms. Huntington stated Resident A was always told that it was staff's responsibility to clean, and he was assured that staff would clean it for him, but he said he said that he wanted to help.

Ms. Huntington stated there is a hole in the wall in Resident A's bedroom. The wall is in between two bedrooms. The wall is not an exterior wall and does not lead outside. Ms. Huntington stated the home does not have rodents. They have never had any issues with bugs or rodents.

Ms. Huntington stated there is a staff person who brings her child to work. Children have always been welcomed in the home. Ms. Huntington stated the baby is two or three months old. The baby is changed in the staff office and sometimes in the kitchen on the counter. Ms. Huntington stated there is always a changing pad under the baby if it is being changed on the kitchen counter. There is never food out when the baby is being changed. Ms. Huntington stated they take safety precautions in the kitchen and always assure that the counters are cleaned and sanitized. Ms. Huntington stated if Resident A saw the baby being changed on the kitchen counter it is possible that he may not have seen the changing pad under the baby and maybe this concerned him.

On 07/29/22, I completed a telephone interview with Resident A. Resident A stated staff changed their baby's diapers on the kitchen counters. They do not put down a blanket or a changing pad under the child. Resident A stated then they prepare meals on the counters. He does not believe the counters were cleaned or sanitized after changing the

baby. Resident A stated he has pictures of staff changing diapers on the kitchen counters, but he declined to provide them as evidence for this investigation.

Resident A stated there was a hole in his bedroom wall and a mouse or a rat “darted across the room during the night.” Resident A stated he complained to staff about the mouse and staff said that they knew the home had mice. Resident A stated he had photos of the hole in his bedroom wall, but he declined to provide them as evidence for this investigation.

Resident A stated his bedroom was near the downstairs bathroom and residents would poop on themselves and he would have to “deal with it.” Resident A stated the bathrooms in the home were disgusting, there was feces all over. Resident A stated he choose to clean the bathrooms because they were nasty. Resident A stated staff never cleaned the bathrooms. Resident A stated everything in the bathroom was orange and dirty from the well water. He stated that he did not even like to shower in the home.

Resident A stated, “Nancy is a con artist. She cons everyone. You are not going to get anywhere with this investigation.” Resident A stated, “I don’t want anything to do with this anymore. She is a piece of crap.” Resident A remarked, the place is a hell hole and Nancy treats people like crap. Resident A stated he is living independently in his own condo now and he is doing well.

On 08/02/22, I received a voicemail from APS worker, Mr. Johnson. Mr. Johnson stated his case was unsubstantiated for neglect. He spoke to Resident A’s guardian who denied any concerns regarding the home. Resident A is now living independently and is receiving caregiving services with Macomb County.

On 08/11/22, I called licensee designee, Marilyn Jenkins to complete an exit conference. There was no answer. I left a detailed voicemail message regarding the allegations and advised that a corrective action plan will be required.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	Based on the information gathered through my investigation, there is sufficient information to conclude that the Lakeside Manor home failed to construct, arrange, maintain and provide adequately for the health, safety, and well-being of the occupants. On 06/23/22, I completed an onsite inspection of the home. I observed the sink and shower in the bathroom on the main level to be tarnished a dark orange color. The shower curtain is soiled and needs to be replaced. The toilet was soiled

	<p>in feces. There was a mop in the hallway outside of the bathroom. There was a hole in the wall in Resident A's bedroom. Ms. Ragatz, Ms. Huntington, and Ms. Newman confirm staff change dirty diapers on the kitchen counters and on the kitchen floor. However, they state a changing pad or blanket is placed under the child and the counters are sanitized. Resident A, however, denies observing anything placed under the child while being changed on the counter. Despite the bathrooms being cleaned multiple time pers shift, Ms. Newman stated there are times that a bathroom may be unusable due to it being unclean.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

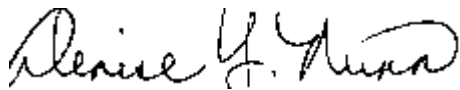


08/11/2022

Johnna Cade
Licensing Consultant

Date

Approved By:



08/26/2022

Denise Y. Nunn
Area Manager

Date