



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

September 30, 2022

Laura Hatfield-Smith  
ResCare Premier, Inc.  
Suite 1A  
6185 Tittabawassee  
Saginaw, MI 48603

RE: License #: AS730409635  
Investigation #: 2022A0871050  
ResCare Premier Winfield

Dear Ms. Hatfield-Smith:

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. In the event that I am not available, and you need to speak to someone immediately, please contact the local office at (517) 643-7960.

Sincerely,



Kathryn A. Huber, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(989) 293-3234

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS730409635
<b>Investigation #:</b>	2022A0871050
<b>Complaint Receipt Date:</b>	08/12/2022
<b>Investigation Initiation Date:</b>	08/12/2022
<b>Report Due Date:</b>	10/11/2022
<b>Licensee Name:</b>	ResCare Premier, Inc.
<b>Licensee Address:</b>	9901 Linn Station Road Louisville, KY 40223
<b>Licensee Telephone #:</b>	(989) 791-7174
<b>Administrator:</b>	Laura Hatfield-Smith
<b>Licensee Designee:</b>	Laura Hatfield-Smith
<b>Name of Facility:</b>	ResCare Premier Winfield
<b>Facility Address:</b>	3595 Winfield Saginaw, MI 48603
<b>Facility Telephone #:</b>	(989) 791-7174
<b>Original Issuance Date:</b>	11/08/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/08/2022
<b>Expiration Date:</b>	05/07/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff Tyani McKinley posted a picture of Resident A with her new haircut on the social media site 'Tik Tok' and Staff Breanna Jackson posted unacceptable comments about Resident A's haircut.	Yes
Staff Member Dearra Jackson cut Resident A's hair without Guardian A1's permission.	Yes

**III. METHODOLOGY**

08/12/2022	Special Investigation Intake 2022A0871050
08/12/2022	Special Investigation Initiated - Telephone Telephone contact with staff member
09/20/2022	Inspection Completed On-site Observed Resident A
09/23/2022	Inspection Completed On-site Interviewed Home Manager Chase Ostrander, Tyani McKinley
09/23/2022	Contact - Telephone call made Telephone call to Breanna Jackson
09/26/2022	Contact - Telephone call made Telephone call to Guardian A1
09/27/2022	APS Referral Through Central Intake to Saginaw County MDHHS
09/27/2022	Inspection Completed-BCAL Sub. Compliance
09/27/2022	Exit Conference Telephone exit conference with Licensee Laura Hatfield-Smith

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**ALLEGATION:**

Staff Tyani McKinley posted a picture of Resident A with her new haircut on the social media site 'Tik Tok' and Staff Breanna Jackson posted unacceptable comments about Resident A's haircut.

**INVESTIGATION:**

On August 11, 2022, I received a phone call from a staff member that indicated another staff member cut Resident A's hair, took pictures, and posted it on social media.

On September 20, 2022, I conducted an onsite investigation and observed Resident A. Resident A is severely cognitively impaired and could not provide any information.

On September 23, 2022, I conducted another onsite investigation and interviewed Home Manager Chase Ostrander. Mr. Ostrander indicated that one of the second shifters, Dearra Jackson, who is no longer employed, cut Resident A's hair. Manager Ostrander indicated he was at the hospital for one of his family member's when he received a phone call from Staff Breanna Jackson. Ms. Jackson told him that Staff Dearra Jackson cut Resident A's hair and sent him the pictures of it. Manager Ostrander had no idea that a staff member cut Resident A's hair. Manager Ostrander stated he then sent the pictures to Guardian A1. Manager Ostrander said Staff Breanna Jackson took the pictures and Staff Tyani McKinley posted it on the social media site 'Tik Tok.' Manager Ostrander said Staff Breanna Jackson then posted inappropriate comments on the site.

Manager Ostrander saved the pictures and comments about Resident A's hair, and I observed them. There was a picture of Resident A compared to Actor 'Joe Dirt's' hair, which has short bangs and long in the back. Manager Ostrander indicated the staff members involved have now made their accounts private and he cannot see what is being posted.

On September 23, 2022, I interviewed Staff Tyani McKinley at the onsite investigation. Ms. McKinley admitted she posted the pictures on 'Tik Tok' and that there were remarks about Resident A's hair. Ms. McKinley said she "realized that was not right" and that she should not have posted the picture. Ms. McKinley said she did not know who made the comments.

On September 23, 2022, I telephoned Staff Breanna Jackson. Ms. Jackson stated someone cut Resident A's hair and it was posted on social media. When I asked Resident A about making a comment, she said she only stated, "it was short in the front and long in the back." Ms. Jackson denied she made any inappropriate comments.

On September 26, 2022, I interviewed Guardian A1 via telephone. Guardian A1 indicated he told Manager Ostrander to make an appointment for Resident A at a salon to get her haircut. Guardian A1 said he was surprised when Manager Ostrander sent him a picture of the haircut Resident A received. I advised Guardian A1 that a staff member had posted Resident A's picture on social media, and he said, "I just found out 15 minutes ago from the supports coordinator." Guardian A1 "was not happy" about her picture being posted on social media.

Guardian A1 said Resident A is happy there and staff "are friendly and responsive" and had no other concerns about this incident.

<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>	Resident A was not treated with dignity when staff cut her hair and posted a picture of her on social media. Staff Tyani McKinley posted her picture and Staff Breanna Jackson made inappropriate comments on social media. I confirm violation of this rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

Staff Member Dearra Jackson cut Resident A's hair without Guardian A1's permission.

**INVESTIGATION:**

On September 26, 2022, when I interviewed Guardian A1, I asked Guardian A1 if he gave anyone permission at the facility to cut her hair and he said, "I didn't give anyone permission." Guardian A1 said "her hair was butchered" but it will grow back.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</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: <p style="margin-left: 40px;">(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> (2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.
<b>ANALYSIS:</b>	Resident A was not treated with consideration and respect when Staff Dearra Jackson cut her hair without Guardian A1's permission. I confirm violation of this rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On September 27, 2022, I conducted a telephone exit conference with Licensee Laura Hatfield-Smith. She was advised there were two rule violations cited in this complaint.

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend the status of this small group home remain unchanged (capacity 1-6).

*Kathryn A. Huber*

09/27/2022

Kathryn A. Huber  
Licensing Consultant

Date

Approved By:

*Mary Holtz*

09/30/2022

Mary E. Holton  
Area Manager

Date