



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 3, 2022

Michael Craft  
Craft Care Homes Inc.  
1800 N. Cedar  
Holt, MI 48842

RE: License #: AL330093679  
Investigation #: 2022A0790038  
Crafts Care Homes

Dear Mr. Craft:

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) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Rodney Gill". The signature is written in black ink on a light-colored background.

Rodney Gill, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL330093679
<b>Investigation #:</b>	2022A0790038
<b>Complaint Receipt Date:</b>	09/13/2022
<b>Investigation Initiation Date:</b>	09/16/2022
<b>Report Due Date:</b>	11/12/2022
<b>Licensee Name:</b>	Craft Care Homes Inc.
<b>Licensee Address:</b>	1800 N. Cedar Holt, MI 48842
<b>Licensee Telephone #:</b>	(517) 204-0750
<b>Administrator:</b>	Susan Craft
<b>Licensee Designee:</b>	Michael Eugene Craft
<b>Name of Facility:</b>	Crafts Care Homes
<b>Facility Address:</b>	1800 N. Cedar Street Holt, MI 48842
<b>Facility Telephone #:</b>	(517) 694-3873
<b>Original Issuance Date:</b>	09/21/2000
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/26/2021
<b>Expiration Date:</b>	09/25/2023
<b>Capacity:</b>	20
<b>Program Type:</b>	ALZHEIMERS AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A eloped on 09/08/2022 and was found lying on blacktop sidewalk in front of another business not far away from the facility. Resident A was sent to the hospital for pain in her hip area and it was determined she has a fractured hip.	Yes

## III. METHODOLOGY

09/13/2022	Special Investigation Intake 2022A0790038
09/16/2022	Special Investigation Initiated - On Site- I interviewed direct care staff member (DCSM) Brandy Emard.
09/16/2022	Inspection Completed On-site- I interviewed direct care staff member (DCSM) Brandy Emard.
09/16/2022	Contact - Telephone call made to interview administrator Sue Craft.
09/20/2022	Inspection Completed-BCAL Sub. Compliance
09/20/2022	Exit Conference with licensee designee Michael Craft.
09/20/2022	Corrective Action Plan Requested and Due on 10/05/2022
09/21/2022	Contact – Telephone call made to interview DCSM Sara Belknap.

### **ALLEGATION:**

**Resident A eloped on 09/08/2022 and was found lying on blacktop sidewalk in front of another business not far away from the facility. Resident A was sent to the hospital for pain in her hip area and it was determined she has a fractured hip.**

### **INVESTIGATION:**

I reviewed an *AFC Licensing Division – Incident / Accident Report* on 09/12/2022 written by direct care staff member (DCSM) Sara Belknap who was working when Resident A eloped from the facility on 09/08/2022. The report was faxed to Central Office Staff on 09/09/2022.

The *AFC Licensing Division – Incident / Accident Report* documented the following events: “[Resident A] was discovered missing at 2:45 p.m. on 09/08/2022. After looking everywhere on the premise, the police were called at 3:00 p.m. Licensee designee Sue Craft was then called. Ms. Craft requested DCSM Ms. Belknap contact [Resident A]’s legal guardian to inform her [Resident A] eloped from the facility and is missing.

[Resident A] was found on the ground lying on blacktop sidewalk near another business not far from the facility.

[Resident A] was sent to the hospital for pain in her hip area at 3:15 p.m. on 09/08/2022. It was determined [Resident A] had a fractured hip.”

I conducted an unannounced onsite investigation on 09/16/2022. I interviewed DCSM Brandy Emard. Ms. Emard said she did not work on 09/08/2022 and was not at the facility when Resident A eloped. Ms. Emard said she was subsequently informed, by licensee designee Sue Craft, Resident A had eloped from the facility on 09/08/2022 and was found lying on blacktop sidewalk by Charlie’s Bar and Grill. She said she was told by Ms. Craft that Resident A was found by police and has a broken hip. Ms. Emard said Resident A was transported to Sparrow Hospital and has subsequently been admitted to a long-term rehabilitation facility for a couple of weeks to receive rehabilitation treatment.

Ms. Emard said Ms. Craft and DCSMs are unsure how Resident A was able to elope from the facility ending up on the ground lying on blacktop sidewalk approximately a quarter of a mile away.

Ms. Emard said Resident A received her 2:00 p.m. medications and when one of Resident A’s daughters came to visit at 2:45 p.m., DCSM Ms. Belknap was unable to locate Resident A on the premises. Ms. Emard said the exact time Resident A eloped is unknown, but it was between 2:00 p.m. when she received her medications and 2:45 p.m. when one of her daughters arrived at the facility.

I inspected the facility and observed six-foot-tall black metal fencing on each side of the facility with locked gates. The backyard is enclosed with five-foot-tall metal fencing. I observed two sets of double glass doors at the front entrance of the facility. The glass on the outside doors is framed in metal and the glass on the inside doors is framed in wood. Both sets of doors are equipped with keyless entry locks with touchpads and are separated by a small foyer.

Ms. Emard allowed me to review Resident A’s *Resident Records* and provided me with DCSM Ms. Belknap’s cell phone number. I reviewed Resident A’s *Assessment Plan for AFC Residents* and found Resident A does not move independently in the community and it is a struggle getting her to understand and follow instructions. Resident A’s *AFC-Resident Information and Identification Record* indicated she has a guardian. According to Resident A’s *AFC Licensing – Health Care Appraisal*, Resident A suffers from dementia, depression, coronary artery disease (CAD), allergic fungal sinusitis (AFS),

hypertension (HTN), edema, leg skin ulcers, high cholesterol, low thyroid, insomnia, allergic rhinitis, and warts.

I interviewed administrator Sue Craft on 09/16/2022 via phone. Ms. Craft said the facility has always had two keyless entry locks with touchpads on their front doors. She stated only those who know the code(s) can get out of the building. Ms. Craft said all the doors in the facility are alarmed and go off every time someone attempts to exit. She stated Resident A could not have exited the facility through any of the doors other than the front doors when she eloped.

Ms. Craft stated at 8:00 p.m. each day, a DCSM sets the front door alarm. She said before 8:00 pm., the front door alarm is not activated because of the freedom some of their residents' experience and family and friends coming and going to and from the facility. Ms. Craft said the number of individuals they have coming and going creates a lot of foot traffic, and when the alarm is going off continuously the residents become irritated. She stated since Resident A eloped, they have been reassessing whether it is a good idea to disarm the front door alarm during the day. Ms. Craft said the facility has cameras but they were not charged when Resident A eloped. She said their camera system is not equipped to record but sends a notification to Ms. Craft's cellphone when charged every time the camera detects movement. Ms. Craft stated going forward she will ensure the facility's cameras are always charged.

Ms. Craft said to exit out the front doors you must know the four-digit code. She said there are two residents who are their own person at the facility, and they knew the code when Resident A eloped. Ms. Craft stated she has changed the code since Resident A eloped. She said one of the residents who knew the previous code was not present at the facility when Resident A eloped, but the other resident was. Ms. Craft stated the resident, Resident B, who knew the code and was at the facility when Resident A eloped is her own person, is capable, and enjoys helping the DCSMs. Ms. Craft stated Resident B often acts as the door person helping family members and other visitors enter and leave the facility. Ms. Craft said Resident B also takes out the trash and performs other daily chores she loved doing. Ms. Craft said she and the DCSMs have been unable to figure out how Resident A eloped from the facility. She stated several suppositions have been suggested.

Ms. Craft said when Resident B is healthy and thinking soundly, she would never assist Resident A with exiting the facility. However, Ms. Craft said on the day Resident A eloped Resident B had a urinary tract infection and was not in her right mind. Ms. Craft stated she thinks Resident B may have entered the codes allowing Resident A to leave the facility through the front doors. She said Resident B no longer has a urinary tract infection and is thinking soundly again. Ms. Craft said Resident B has been questioned but denied she entered the codes and allowed Resident A to elope from the facility. Ms. Craft stated Resident B knows who is allowed and is not allowed to enter and exit the facility. I reviewed Resident B's *Resident Records* and found Resident B signed her most recent *Assessment Plan for AFC Residents* indicating she is her own person.

Ms. Craft said Resident A often walk up to the front doors and appears to be contemplating eloping from the facility but is not cognitively able to comprehend she needs to know a numeric code to get out or able to memorize a sequence of numbers.

Ms. Craft said they had two visitors enter the facility during the timeframe in which they know Resident A must have eloped from the facility. She said they questioned both visitors and both indicated Resident A did not exit with them when leaving the facility.

Ms. Craft said on 09/08/2022 Resident A received her 2:00 p.m. medication and when her daughter arrived at the facility to visit with her at 2:45 p.m. Resident A could not be found on the premise.

Ms. Craft said the police were notified Resident A had eloped at 3:00 p.m. She said a concerned citizen called 911 shortly after reporting seeing Resident A lying on the blacktop sidewalk near Charlie's Bar and Grill. Ms. Craft said Resident A was found at 3:15 p.m. complaining of pain in her hip so she was taken to Sparrow Hospital by ambulance. She stated Resident A was found to have a broken hip and is currently at a local long-term rehabilitation facility for a couple of weeks receiving rehabilitation treatment. Ms. Craft stated she contacted law enforcement to investigate the matter and changed the code for the keyless entry locks and will not be providing Resident B with the new code.

An exit conference was held with Michael Craft, and he was informed a violation has been established and a Corrective Action Plan requested.

I interviewed DCSM Sara Belknap on 09/21/2022 via phone. Ms. Belknap said they have yet to determine how Resident A was able to elope from the facility. She stated she thinks a visitor may have unknowingly coded out through the front doors not realizing Resident A was behind them allowing her to exit the facility and abscond from the premises. Ms. Belknap mentioned a FedEx worker may also have inadvertently allowed Resident A to exit the building without supervision.

Ms. Belknap said Resident A fractured her right hip and is currently receiving rehabilitation services.

<b>APPLICABLE RULE</b>	
<b>R 400.15305</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>	<p>Based on the information gathered during this special investigation through review of <i>Resident Records</i>, additional documentation, interviews with DCSM Brandy Emard, administrator Sue Craft, and DCSM Sara Belknap there is evidence indicating Resident A's personal needs, including protection and safety, were not attended to in accordance with the provisions of the act on 09/08/2022.</p> <p>Resident A eloped on 09/08/2022 and was found on blacktop sidewalk in front of Charlie's Bar and Grill approximately a quarter of a mile from the facility. Resident A was sent to the hospital for pain in her hip area and it was determined she has a fractured right hip. It is unknown how Resident A was able to elope from the facility and Resident A is not able to be in the community unsupervised.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon the receipt of an acceptable corrective action plan, it is recommended that the status of the license remains unchanged.



09/20/2022

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Rodney Gill  
Licensing Consultant

Date

Approved By:



10/03/2022

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Dawn N. Timm  
Area Manager

Date