



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 19, 2022

Ruby Strudwick
Strudwick & Strode AFC Inc
3726 Delta River Dr.
Lansing, MI 48906

RE: License #: AS230244372
Investigation #: 2022A1024050
Strudwick AFC Inc #2

Dear Mrs. Strudwick:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems
427 East Alcott
Kalamazoo, MI 49001

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS230244372
Investigation #:	2022A1024050
Complaint Receipt Date:	08/25/2022
Investigation Initiation Date:	08/26/2022
Report Due Date:	10/24/2022
Licensee Name:	Strudwick & Strode AFC Inc
Licensee Address:	3726 Delta River Dr. Lansing, MI 48906
Licensee Telephone #:	(151) 797-4882
Administrator:	Ruby Strudwick
Licensee Designee:	Ruby Strudwick
Name of Facility:	Strudwick AFC Inc #2
Facility Address:	1425 Elmwood Lansing, MI 48917
Facility Telephone #:	(517) 886-3898
Original Issuance Date:	10/10/2002
License Status:	REGULAR
Effective Date:	01/14/2022
Expiration Date:	01/13/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Staff yelled and cussed at Resident A.	No

III. METHODOLOGY

08/25/2022	Special Investigation Intake 2022A1024050
08/25/2022	Contact - Document Received-Allegations were denied for investigation by Adult Protective Services (APS).
08/26/2022	Special Investigation Initiated – Telephone with Marieme Kofflin, director at the Drop Inn Center
09/20/2022	Inspection Completed On-site with administrator John Strudwick, and Residents B, C, D, and E
09/20/2022	Contact - Telephone call made with Resident A
09/20/2022	Contact - Telephone call made with direct care staff member Willie Moore
09/21/2022	Contact - Telephone call made with licensee designee Ruby Strudwick
09/21/2022	Contact - Telephone call made with mental health case manager Jenna Lottes
09/21/2022	Exit Conference with licensee designee Ruby Strudwick

ALLEGATION:

Staff yelled and cussed at Resident A

INVESTIGATION:

On 8/25/2022, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged staff yelled and cussed at Resident A.

On 8/26/2022, I conducted an interview with Marieme Kofflin, director of the Drop Inn Center. Ms. Kofflin stated Resident A calls and talks to different staff members regularly and a staff member recently reported to her that they overheard a direct

care staff member by the first name of Willie yelling and swearing at Resident A while Resident A was on the phone. Ms. Kofflin stated the staff member asked Resident A if they can speak with the direct care staff member who then stated to them that “sometimes you have to yell to get your point across.”

On 9/20/2022, I conducted interviews with administrator John Strudwick and Residents B, C, D, and E. Mr. Strudwick stated he works with Mr. Willie Moore regularly and he has never heard Mr. Moore yell or swear at any of the residents. Mr. Strudwick stated no resident, including Resident A, has not reported any mistreatment by Mr. Moore. Mr. Strudwick stated Mr. Moore has been employed at the facility for over 5 years and he has always interacted well with the residents and provide quality care to the residents. Mr. Strudwick further stated that Resident A has been living in the home for over 10 years and he believes Resident A would report any concerns or issues to him that he had.

Resident B was interviewed and stated he has been living in the home for about 3 years and has never been mistreated by Mr. Moore or any other staff member. Resident B also stated they have not heard Mr. Moore yell or swear at Resident A. Resident B stated he believes Mr. Moore is a nice staff member.

Resident C was interviewed and stated he has been living in the home for a year and has never seen or heard Mr. Moore swear or yell at any resident. Resident C stated he feels safe in the home and likes living in the home.

Resident D was interviewed and stated he has never seen Mr. Moore swear or yell at anyone and believes Mr. Moore is a good staff. Resident D stated Mr. Moore seems friendly to the residents.

Resident E was interviewed and stated he has been living in the home for two years and has never heard Mr. Moore swear or yell at any of the residents in the home. Resident E stated he is roommates with Resident A and Resident A has not reported any mistreatment by Mr. Moore or any other staff member to him.

On 9/20/2022, I conducted an interview with Resident A who stated that he has never been yelled at or cussed at by Mr. Moore. Resident A stated recently he was on the phone with a friend who tried to convince him that Mr. Moore was yelling at him. Resident A stated he tried to tell his friend that Mr. Moore was not yelling however, the friend insisted on talking to Mr. Moore on the phone and accused him of yelling. Resident A stated he was not sure why his friend thought Mr. Moore was yelling because Mr. Moore was talking in a normal voice. Resident A stated he has been living in the home for over 8 years and he likes the staff members. Resident A stated he has never been mistreated by any staff member.

On 9/20/2022, I conducted an interview with direct care staff member Willie Moore who stated that he has never yelled or cussed at Resident A or any other resident in the home. Mr. Moore stated he believes he talks in a loud voice sometimes however

he does not yell. Mr. Moore stated he remembers Resident A talking on the phone to a friend who accused him of yelling and cussing at Resident A. Mr. Moore stated he had no idea what she was talking about and assured Resident A's friend that no staff member has ever mistreated Resident A. Mr. Moore stated he gets along with all the residents and the residents are "easy going."

On 9/21/2022, I conducted an interview with licensee designee Ruby Strudwick who stated that she works in the home regularly and has never seen Mr. Moore yell or cuss at any resident. Ms. Strudwick stated Mr. Moore has been an employee for many years and Resident A have lived in the home for over 10 years. Ms. Strudwick stated the residents seem to like Mr. Moore and Mr. Moore does a good job interacting and working with the residents.

On 9/21/2022, I conducted an interview with Resident A's mental health case manager Jenna Lottes. Ms. Lottes stated she has been working with Resident A for many years and has not received any complaints of staff members mistreating him. Ms. Lottes further stated she is familiar with the staff in the home and has no concerns.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.

ANALYSIS:	Based on my investigation which included interviews with direct care staff members John Strudwick, Willie Moore, licensee designee Ruby Strudwick, case manager Jenna Lottes Residents A, B, C, D, and E there is no evidence to support the allegation staff yelled and/or swore at Resident A. Mr. Strudwick, Ms. Strudwick, and Residents B, C, D, and E all stated they have not heard Mr. Moore yell or swear at any resident in the home. Resident A stated he has never been mistreated by any staff member and has never been yelled at or cussed at by Mr. Moore. Mr. Strudwick and Ms. Strudwick stated Mr. Moore interacts well with the residents and the residents seem to like him. Resident A's case manager stated she has been working with Resident A for many years and has not received any complaints of Resident A being mistreated by staff members and she has no concerns for the staff members in the home. Resident A has not been mistreated by staff.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 9/21/2022, I conducted an exit conference with licensee designee Ruby Strudwick. I informed Ms. Strudwick of my findings and allowed her an opportunity to ask questions or make comments.

IV. RECOMMENDATION

I recommend the current license status remain unchanged.



Ondrea Johnson
Licensing Consultant

10/13/2022
Date

Approved By:



10/19/2022

Dawn N. Timm
Area Manager

Date