



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 5, 2022

Roseline Rowan  
Medhealth Suppliers & Providers, Inc.  
706 Britten Ave  
Lansing, MI 48910

RE: License #: AS330267543  
Investigation #: 2023A0577001  
Evergreen Place

Dear Ms. Rowan:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the quality-of-care violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Bridget Vermeesch".

Bridget Vermeesch, Licensing Consultant  
Bureau of Community and Health Systems  
1919 Parkland Drive  
Mt. Pleasant, MI 48858-8010  
(989) 948-0561

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>	AS330267543
<b>Investigation #:</b>	2023A0577001
<b>Complaint Receipt Date:</b>	09/30/2022
<b>Investigation Initiation Date:</b>	09/30/2022
<b>Report Due Date:</b>	11/29/2022
<b>Licensee Name:</b>	Medhealth Suppliers & Providers, Inc.
<b>Licensee Address:</b>	706 Britten Ave Lansing, MI 48910
<b>Licensee Telephone #:</b>	(517) 712-8585
<b>Licensee Designee:</b>	Roseline Rowan
<b>Administrator:</b>	Roseline Rowan
<b>Name of Facility:</b>	Evergreen Place
<b>Facility Address:</b>	706 Britten Street Lansing, MI 48910
<b>Facility Telephone #:</b>	(517) 712-8585
<b>Original Issuance Date:</b>	08/02/2004
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/19/2022
<b>Expiration Date:</b>	03/18/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED ALZHEIMERS
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## II. ALLEGATION(S)

	Violation Established?
Citizen 1, an unapproved household member and partner of direct care staff member Amber Arnett, was arrested at the AFC facility on September 29, 2022, by U.S. Marshals Task Force and Michigan State Police for abscondment and dealing illegal drugs.	Yes
There was a death of a resident in the home on September 18, 2022. Concern about the cause of death.	No
Additional Findings	Yes

## III. METHODOLOGY

09/30/2022	Special Investigation Intake 2023A0577001
09/30/2022	Special Investigation Initiated - Telephone Interview with Complainant.
09/30/2022	Inspection Completed On-site- Review of Physical Plant, Resident Files, and Interviews.
09/30/2022	APS Referral
09/30/2022	Referral - Recipient Rights- CEI-CMH.
09/30/2022	Contact-Telephone call made to Karen Krueger, Mid-Michigan Guardianship.
09/30/2022	Referral - Law Enforcement- Interview with Commanding Officer Keegan Riley, MSP/U.S. Marshals Task Force.
09/30/2022	Contact - Telephone call received- Roseline Rowan, LD.
09/30/2022	Contact - Telephone call made to Drew Kersjes, CEI-CMH
09/30/2022	Inspection Completed-BCAL Sub. Non-Compliance
09/30/2022	Exit Conference with licensee designee Roseline Rowan.
10/03/2022	Contact - Telephone call made to Officer Keegan Riley, MSP/U.S. Marshals Task Force.

10/03/2022	Contact - Document Received- Email with Drew Kersjes, CEI-CMH.
10/03/2022	Exit Conference and Interview with Roseline Rowan, LD.
10/04/2022	Contact-Document Received- Greg Fox, ORR-CEI emailed a copy of the IR.

#### **ALLEGATION:**

**Citizen 1, an unapproved household member and partner of direct care staff member Amber Arnett, was arrested at the AFC facility on September 29, 2022, by U.S. Marshals Task Force and Michigan State Police for abscondment and dealing illegal drugs.**

#### **INVESTIGATION:**

On September 30, 2022, a complaint was received reporting that on September 29, 2022, a person, possibly a resident, was arrested by the United States (U.S.) Marshals and Michigan State Police (MSP) for selling methamphetamines from the AFC facility. The complaint reported there has been suspicious behavior occurring at the facility since late spring. The suspicious behavior was described as cars coming/going at odd hours of the night and a direct care staff person being paranoid about anyone using cell phones near the facility.

On September 30, 2022, I interviewed Complainant who reported over the past few years there have been many problems observed at this AFC facility. Complainant reported Amber Arnett, Home Manager and Direct Care Staff member (DCS), yells, screams, and swears at the neighbors or people walking by the facility. Complainant reported in Spring 2022 a male resident was running up and down the street in his underwear screaming and yelling which led to the police being called and the person being taken by ambulance for evaluation/treatment. Complainant stated assuming this resident was high on methamphetamine. Complainant reported during the past couple of months there was a male by the name of [Citizen 1], who was living at the facility. Complainant stated, "I am not sure if he is a resident or just living there" who was doing car repairs in the facility driveway all hours of the night. Complainant reported cars would "roll up" in front of the facility all the time and unfamiliar women come and go from the facility also. Complainant reported on September 29, 2022 the Michigan State Police and U.S. Marshals Service surrounded the facility using a blow horn calling for Citizen 1 to come out of the facility with his hands up, while DCS Amber Arnett was in the doorway of the facility yelling at the police, stating, "the police are pigs, you have no right invading people's privacy, who cares if he is selling drugs." Complainant reported the U. S. Marshals Service and Michigan State Police entered the facility and apprehended Citizen 1 based on Complainant's observation.

On September 30, 2022, I interviewed Trooper Keegan Riley with the Michigan State Police (MSP) who is also assigned with United States (U.S.) Marshals Task Force. Trooper Riley reported that on September 29, 2022, MSP and U.S. Marshals Task Force arrived at Evergreen Place Adult Foster Care facility to execute a warrant for Citizen 1's arrest due to felony absconding from parole and the selling of illegal drugs, specifically methamphetamine. Trooper Riley stated learning of Citizen 1's presence at Evergreen Place after the adult foster care facility was surveilled by Michigan State Police for a number of weeks prior to Citizen 1's arrest on September 29, 2022. Trooper Riley reported Citizen 1 was living at the AFC facility based on what was observed. Trooper Riley reported during the warrant execution on September 29, 2022, Citizen 1 refused to exit the AFC facility on his own so MSP requested the assistance of DCS Amber Arnett in this task. According to Trooper Riley, DCS Arnett told MSP Citizen 1 was not in the AFC facility, that she did not know who Citizen 1 was or where Citizen 1 was currently located. Trooper Riley stated he proceeded to explain to DCS Arnett that prior to calling for Citizen 1 over the bullhorn, MSP Troopers watched Citizen 1 pull into the AFC facility driveway driving the Chrysler Sebring, exit the vehicle and enter the AFC facility. Trooper Riley reported after informing DCS Arnett of this information, DCS Arnett became belligerent towards police, so a search warrant was issued for Citizen 1. Trooper Riley reported MSP and US Marshals Task Force entered the facility to execute the search warrant and apprehended Citizen 1. Trooper Riley reported while inside of the AFC facility, MSP found a large Rubbermaid tub filled with marijuana, used hypodermic needles all over the bedroom floor and described this living areas as follows: "the third floor living area was deplorable, with clothes, food, empty containers, and used needles all over the floor." Trooper Riley reported Citizen 1's vehicle was also searched resulting in police finding methamphetamines leading to Citizen 1's vehicle being impounded and that charge being added to his arrest. Trooper Riley reported there were two residents at the facility located in the living room watching television during the time of the apprehension of Citizen 1. Trooper Riley reported he attempted to interview the residents, but one resident was nonverbal and other resident was not able to provide specific information due to their developmental disabilities. Trooper Riley reported the residents appeared to be nervous but were appropriately dressed and groomed.

On September 30, 2022, I completed an unannounced onsite investigation and upon entering the facility I was greeted by DCS Amber Arnett. DCS Arnett initially only opened the main entrance door a few inches and was apprehensive about letting me into the facility, stating, "why are you here? what do you need? I do not need to fucking let you in, we are all fine." Upon DCS Arnett letting me into the facility I requested a copy of the *Resident Register* and DCS Arnett stated, "there are only two residents in care and I do not have them on a list or know what a *Resident Register* is." DCS Arnett provided me with Resident A's file to review and reported she did not have any information regarding Resident B because Resident B just transferred from one of licensee designee Roseline Rowans' other facilities. Ms. Arnett reported only herself and the two residents were currently at the facility.

Based on my review of these documents, there was no resident living at the facility with Citizen 1's name.

Regarding the police presence at the AFC facility on September 29, 2022, initially DCS Arnett stated she did not know anyone by name of Citizen 1 and she denied Citizen 1 stayed at the AFC facility for any period of time. DCS Arnett further stated she was not going to tell me anything about Citizen 1 and stated, "it is none of your fucking business and he has nothing to do with the facility, my people-residents were not in harm's way at any point." DCS Arnett initially denied that either MSP Troopers or Citizen 1 ever entered the AFC facility on September 29, 2022. Ms. Arnett reported MSP Troopers came to the AFC facility and asked to speak with Citizen 1 but she told police he was not there. DCS Arnett stated again to me, "the police never came into the facility and the residents were not even aware the police being at the facility." DCS Arnett then reported she was aware Citizen 1 was arrested but stated she unsure why the arrest occurred. Further, DCS Arnett refused to answer any specific questions regarding the police being at the facility or her knowledge/involvement with Citizen 1, stating "he saved my life at one time and I owe him this by not talking." Later during the unannounced onsite investigation, I learned another person actually was present in the AFC facility despite DCS Arnett reporting only she and the two residents were in the facility. DCS Arnett reported to me that housekeeper Ryan Loomis was in the AFC facility during the entire investigation. DCS Arnett stated she had not shared this information because she did not think it was any of my business and because Ms. Loomis was not involved in the allegation to DCS Arnett's understanding. During the investigation, I found DCS Arnett to be nervous, unorganized, scattered, and emotionally labile as evidenced by her raised voice, swearing, sitting, standing, pacing, and inability to focus.

On September 30, 2022, I interviewed Ryan Loomis, whose role at the facility is as a housekeeper. Ms. Loomis reported she cleans the facility a couple of times a week and stays at the facility a few nights a week and has been doing so for about a year. Ms. Loomis reported she is hoping to be hired as a direct care staff but is waiting for LD Roseline Rowan to complete her background checks and paperwork. Ms. Loomis reported she was not aware of the police being at the facility and was not familiar with Citizen 1, stating, "Amber is a really nice person but has had a really hard couple of months." Ms. Loomis reported she has not seen any marijuana in the facility nor has she seen DCS Arnett smoke marijuana in the facility or us any other type of illegal drugs. Ms. Loomis denied being at the facility on September 29, 2022.

On September 30, 2022, I interviewed licensee designee (LD) Roseline Rowan regarding the allegations. Licensee designee Rowan denied that she knew MSP and US Marshals Task Force raided her AFC facility on September 29, 2022. After requesting LD Rowan meet me at the AFC facility to discuss the police involvement, DCS Arnett started yelling, "that is a lie, the house was not raided by the police, they never even came in the house." LD Rowan agreed to discuss the allegations with me at the facility however prior to her arrival, DCS Amber Arnett walked away from

the premises leaving the residents unattended and without personal care, supervision, and protection from a trained direct care staff member.

When LD Rowan arrived at the AFC facility on September 30, 2022, I informed LD Rowan that DCS Arnett left the AFC facility approximately 15-20 minutes ago leaving the residents unsupervised inside the facility and without the supervision, protection, and personal care services of a direct care staff member. LD Rowan and I went into the AFC facility to ensure the safety of the residents and I advised LD Rowan based on DCS Arnett's behavior she was not suitable to provide care for residents. LD Rowan reiterated she was not aware any police involvement at the AFC facility until I had told her about it in the earlier telephone conversation. LD Rowan stated she also spoke with DCS Arnett about this incident who affirmed police were at the AFC facility on September 29, 2022, to speak with her friend but then arrested her friend (Citizen 1). LD Rowan stated DCS Arnett told her she was unsure why Citizen 1 was arrested and that was all the information DCS Arnett reported to her about the incident. Ms. Rowan reported she was not aware of housekeeper Ryan Loomis spending multiple nights per week at the facility despite not being cleared/fingerprinted through the Michigan Long-term Care Partnership account. Ms. Rowan reported she is in the process of hiring Ms. Loomis as a direct care staff but has not completed the required paperwork.

During the Ms. Rowan and I completed an inspection of the AFC facility and found the third level to be better condition than was described by Trooper Riley. The third floor is not specified for resident use nor does it have any resident bedrooms. I observed clothes on the floor along with scraps of food, papers, and some drink containers. In the one bedroom, I observed a large screen TV that was monitoring four outside surveillance cameras of the property. Ms. Rowan reported she was not aware of any outside surveillance equipment, nor had she had any installed. LD Rowan stated DCS Arnett must have installed the surveillance cameras on her property along with the TV monitor located on the third floor. Ms. Rowan reported she and DCS Arnett had discussed installing outside surveillance in the backyard but she had not approved it or installed it. Ms. Rowan stated, "this is probably why she wanted the cameras installed" referring to hiding Citizen 1. Lastly, Ms. Rowan reported about a month she noticed an unfamiliar vehicle frequently being in the facility driveway but when she questioned DCS Arnett about the car DCS Arnett stated it was hers or one she was borrowing from a friend.

On October 4, 2022, AFC Consultant Jana Lipps conducted an unannounced onsite investigation at the facility and determined DCS Arnett was providing direct care services to one resident as she watched DCS Arnett help the resident get dressed and offer to shower the resident.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.</b>
<b>ANALYSIS:</b>	<p>On September 29, 2022, Evergreen Place adult foster care facility was raided by the Michigan State Police and United States Marshals Task Force who, after weeks of surveillance of the AFC facility, determined Citizen 1, a fugitive felon, was living at the facility with direct care staff member Amber Arnett and vulnerable adults Resident A and Resident B. After Citizen 1 refused to exit the AFC facility voluntarily and direct care staff member Amber Arnett refused to assist police in exiting Citizen 1 from the AFC facility, a search warrant was executed. The search warrant ended in Citizen 1's arrest and the discovery of methamphetamines being housed on the facility grounds along with large quantities of marijuana.</p> <p>Direct care staff member Amber Arnett did not assure Resident A and Resident B privacy and protection from moral and social exploitation after she allowed Citizen 1, a fugitive felon, access to and regular contact with both vulnerable adults. Direct care staff member Amber Arnett also had large quantities of marijuana stored within the AFC facility thus exposing residents to this product which does not assure their moral or social protection. Direct care staff member Amber Arnett also had large quantities of used needles lying about the third-floor space which also exposed the residents to risk.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<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>	<p>On September 29, 2022, Evergreen Place adult foster care facility was raided by the Michigan State Police and United States Marshals Task Force who, after weeks of surveillance of the AFC facility, determined Citizen 1, a fugitive felon, was living at the facility with direct care staff member Amber Arnett and vulnerable adults Resident A and Resident B. After Citizen 1 refused to exit the AFC facility voluntarily and direct care staff member Amber Arnett refused to assist police in exiting Citizen 1 from the AFC facility, a search warrant was executed. The search warrant ended in Citizen 1's arrest and the discovery of methamphetamines being housed on the facility grounds along with large quantities of marijuana.</p> <p>Direct care staff member Amber Arnett also did not treat the residents with dignity nor were they provided with protection and safety at all times when direct care staff member Amber Arnett refused to assist police in their search for Citizen 1 rather Ms. Arnett became belligerent, misled police, and began yelling at police in the presence of residents.</p> <p>Also, licensee designee Roseline Rowan had no knowledge of multiple surveillance cameras being installed at multiple points on the outside of her property nor did she know direct care staff member Amber Arnett was allowing unapproved individuals, Citizen 1 and Ryan Loomis, to spend multiple nights in the facility and have access to and regular contact with Resident A and Resident B. Lastly, licensee designee Roseline Rowan allowed direct care staff member Amber Arnett to continue to provide direct care to residents even after being advised she was not suitable to provide care based on the events on September 29, 2022, and the unsafe situation Ms. Arnett placed Resident A and Resident B in while refusing to cooperate with police. Consequently, licensee designee Roseline Rowan did not attend to the protection and safety of Resident A and Resident B.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14201</b>	<b>Qualifications of administrator, direct care staff, licensee, and members of the household; provision of names of employee, volunteer, or member of the household on parole or probation or convicted of felony; food service staff.</b>
	<b>(10) All members of the household, employees, and those volunteers who are under the direction of the licensee shall be suitable to assure the welfare of residents.</b>
<b>ANALYSIS:</b>	Direct care staff member Amber Arnett is not suitable to assure the welfare of residents after she knowingly allowed Citizen 1 to stay at the facility for multiple weeks with vulnerable adults present and impeded the job of Michigan State Police and US Marshals Task Force by providing false information about Citizen 1's whereabouts and her knowledge about Citizen 1. Her resistance to assist police, led to the execution of a search warrant of the AFC facility with Resident A and Resident B present. During the investigation, Trooper Riley reported on the third floor, the living quarters of Ms. Arnett, Ms. Loomis, and Mr. Rogers the police observed a Rubbermaid container of marijuana and used needles all over the floor.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14206</b>	<b>Staffing requirements.</b>
	<b>(1) The ratio of direct care staff to residents shall be adequate as determined by the department, to carry out the responsibilities defined in the act and in these rules and shall not be less than 1 direct care staff to 12 residents and children who are under the age of 12 years.</b>
	On September 30, 2022, during the onsite investigation direct care staff member Amber Arnett walked away from the AFC facility leaving Resident A and Resident B with no trained direct care staff member available to attend to their needs for at least 15-20 minutes.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14103</b>	<b>Licenses; required information; fee; effect of failure to cooperate with inspection or investigation; posting of license; reporting of changes in information.</b>
	<b>(5) An applicant or licensee shall give written notice to the department of any changes in information that was previously submitted in or with an application for a license, including any changes in the household and in personnel-related information, within 5 business days after the change occurs.</b>
	Licensee designee Roseline Rowan did not inform the department that either Citizen 1 or Ryan Loomis were spending multiple nights at the facility, thus qualifying them as household members of the facility, within 5 days of this change occurring.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14210</b>	<b>Resident register.</b>
	<b>A licensee shall maintain a chronological register of residents who are admitted to the home. The register shall include all of the following information for each resident:</b> <b>(a) Date of admission.</b> <b>(b) Date of discharge.</b> <b>(c) Place and address to which the resident moved, if known.</b>
<b>ANALYSIS:</b>	Direct care staff member Amber Arnett was not able to provide a Resident Register during the onsite investigation on September 30, 2022.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:** There was a death of a resident in the home on September 18, 2022. Concern about the cause of death.

## INVESTIGATION:

On September 30, 2022, a complaint was received reporting that on September 18, 2022, a dead body was removed from the facility. Complainant stated being unsure if the person who died was a resident and voiced concern the person may have died due to a possible drug overdose.

On September 30, 2022, I reviewed the facility file on SharePoint and did not find any *AFC Residential Incident/Accident Reports (IR)* pertaining to any resident deaths for the facility. I contacted Jana Lipps, Adult Foster Care Licensing Consultant who over sees the facility and she reported she had not received any IRs from the facility.

On September 30, 2022, the Complainant reported on September 18, 2022, the ambulance and police arrived at the facility and removed a person in a body bag from the facility. Complainant reported not knowing who the person was that died or the cause of death.

On September 30, 2022, during my onsite investigation I attempted to interview DCS Arnett about this allegation but I was not able to get DCS Arnett to focus on this resident death. DCS Arnett was not able to provide me with a copy of an IR regarding the death of Resident C rather DCS Arnett stated, "you should already have it in your system."

On September 30, 2022, I interviewed housekeeper Ryan Loomis who reported about two weeks ago Resident C passed away at the facility from natural causes.

On October 03, 2022, I interviewed Drew Kersjes, Residential Supervisor from CMH-CEI, who reported their office received an IR on September 18, 2022, reporting of Resident C passing away. Mr. Kersjes reported he has no concerns regarding the passing of Resident C nor were any concerns brought to his attention from Resident C's case manager. Mr. Kersjes reported Resident C's death IR will be reviewed in CMH-CEI's critical incident review committee on Friday, October 07, 2022. I asked Mr. Kersjes to send me a copy of the IR CMH-CEI received, but the IR has not been received by the department.

On October 03, 2022, I interviewed LD Rowan who reported she received a call from DCS Arnett, DCS on September 18, 2022, stating Resident C was not acting right after she had a bowel movement in bed, refused to get cleaned up, and was laughing and not talking nonsensically. LD Rowan reported Resident C usually goes to church on Sundays with her family but that day Resident C refused to get out of bed to go to church. Ms. Rowan reported she received a call from Ms. Arnett in the morning reporting Resident C's behavior and Ms. Rowan reported she advised DCS Arnett to call 911 so Resident C could be evaluated. LD Rowan reported Resident C was evaluated but everything was normal however EMTs still advised Resident C to go to the hospital but she refused. LD Rowan reported the ambulance left due to

Resident C refusing to go to the hospital. LD Rowan reported around 3:00pm she received a phone call from DCS Arnett reporting Resident C had passed away and the police and ambulance were at the facility. LD Rowan reported DCS Arnett reported around 2:30pm Resident C agreed to get out of bed and get cleaned up. LD Rowan reported DCS Arnett assisted Resident C to the toilet, removed Resident C's bedding while she toileted, came back and found Resident C non-responsive on the toilet, slid Resident C to the ground, called 911 and administered CPR. LD Rowan reported DCS Arnett stated when the police and ambulance arrived, Resident C was pronounced dead at the AFC facility. Ms. Rowan reported the medical examiner reported Resident C died of acute kidney disease. Ms. Rowan reported Resident C was recently seen, the week prior to her death by her primary care doctor who was concerned about Resident C's kidney function and had scheduled an ultrasound for Monday, September 19, 2022, at the facility. Ms. Rowan reported she completed an IR and sent it to CMH-CEI and the department.

On October 04, 2022, I received a copy of an *Incident Detail*, 33, 138 from Greg Fox, Office of Recipient Rights with CMH-CEI. The *Incident Detail* was received through their web portal on September 18, 2022, at 3:30pm and documented the following: "Amber Arnett went to [Resident C's] at 7:30 am to get her ready for breakfast and pickup for church. [Resident C's] had soiled herself but refused to get up for personal care. The brother-in-law came but could not take [Resident C's] to church and said he would call or stop by after church. Amber Arnett called Ms. Rosy Rowan and reported the situation. Ms. Arnett tried talking to [Resident C's] to get cleaned, but [Resident C's] said "No." Ms. Rosy said the behavior was unusual and wondered if she was hurting. Ms. Rosy advised calling the ambulance to check [Resident A's]. Ms. Arnett did, they came and took [Resident C's] vitals and checked her out. They did not find anything wrong. [Resident C's] refused to go to ER, so they left. [Resident C's] had a little breakfast and lunch in bed, but still would not get up. About 2:00 p.m. Ms. Arnett went back and this time [Resident C's] agreed to be cleaned up and we went into her bathroom. Ms. Arnett went to get [Resident C's] clean clothes and towel while [Resident C's] was disrobing. When Ms. Arnett came back [Resident C's] was lumped over. Ms. Arnett called [Resident C's] name, no response. Ms. Arnett started CPR while calling the Ambulance. "Just like that she was gone." Paramedics came and checked [Resident C's] and confirmed she had passed. "Unbelievable. just the few minutes I went to get fresh clothes and towels she died." Ms. Arnett called Ms. Rosy and Ms. Linda's brother-in-law. The Medical Examiner came later and examined the body reporting [Resident C's] died from kidney disease.

<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>	Based on the information gathered during the investigation, Resident C passed away on September 18, 2022, from acute kidney disease. Resident C was seen by her physician in the days prior to her death and was evaluated by EMTs in the hours prior to her death. DCS Arnett contacted 911 the morning of September 18, 2022 and Resident C was evaluated by EMTs with no concerns noted EMTs offered Resident C the option to be further evaluated at the hospital, but Resident C denied this and later passed away that day. Resident C was treated with dignity and her personal needs including protection and safety were attended to at all times with accordance to the act.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

Due to the severity of the quality-of-care violations, I recommend revocation of the license and that the license be summarily suspended effective immediately.

*Bridget Vermeesch*

10/04/2022

\_\_\_\_\_  
Bridget Vermeesch  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:

*Dawn Timm*

10/05/2022

\_\_\_\_\_  
Dawn N. Timm  
Area Manager

\_\_\_\_\_  
Date