



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

November 4, 2022

James Pilot  
Bay Human Services, Inc.  
P O Box 741  
Standish, MI 48658

RE: License #: AM330378865  
Investigation #: 2022A0577060  
Heritage

Dear Mr. Pilot:

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 (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**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM330378865
<b>Investigation #:</b>	2022A0577060
<b>Complaint Receipt Date:</b>	09/13/2022
<b>Investigation Initiation Date:</b>	09/13/2022
<b>Report Due Date:</b>	11/12/2022
<b>Licensee Name:</b>	Bay Human Services, Inc.
<b>Licensee Address:</b>	PO Box 741 3463 Deep River Rd Standish, MI 48658
<b>Licensee Telephone #:</b>	(989) 846-9631
<b>Administrator:</b>	Tammy Unger
<b>Licensee Designee:</b>	James Pilot
<b>Name of Facility:</b>	Heritage
<b>Facility Address:</b>	4020 Aurelius Road Lansing, MI 48906
<b>Facility Telephone #:</b>	(517) 574-4336
<b>Original Issuance Date:</b>	10/01/2015
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/09/2021
<b>Expiration Date:</b>	12/08/2023
<b>Capacity:</b>	10
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On September 09, 2022, multiple residents' medications were found in the facility garbage in the garage.	Yes

**III. METHODOLOGY**

09/13/2022	Special Investigation Intake 2022A0577060
09/13/2022	Special Investigation Initiated – Telephone call made to Jana Lipps, AFC Consultant.
09/13/2022	Contact - Document Received- Incident Report
09/13/2022	Contact - Document Received- Email Correspondences with home manager Tomme Felton.
09/26/2022	Contact - Telephone call made- Left message with staff and requested interview.
10/05/2022	Contact - Telephone call made Left message with staff, requesting an interview.
10/05/2022	Inspection Completed On-site- Reviewed MAR and medications from garbage. Interviews completed.
10/05/2022	Contact - Document Received-Copies of MAR.
10/10/2022	Exit Conference with licensee designee Joseph Pilot and administrator Tammy Unger.

**ALLEGATION: On September 09, 2022, multiple residents' medications were found in the facility garbage in the garage.**

**INVESTIGATION:**

On September 13, 2022, a complaint was received reporting home manager Tomme Felton and direct care staff members found 59 resident pills in a baggie in a garbage can located in the garage on September 10, 2022.

On September 13, 2022, I contacted Jana Lipps, Adult Foster Care Licensing Consultant, who reported that on September 10, 2022, she received a voicemail from Tomme Felton whose role is Home Manger and Direct Care Staff (DCS). Ms. Lipps reported Mr. Felton's message stated that while staff were looking for a missing water bottle, the staff who looked in the trashcan in the garage found the water bottle along with a bag of medication pills. Ms. Lipps reported DCS Felton came to the facility on September 11, 2022 and counted 59 pills in the bag which appeared to belong to eight different residents and were medications which were should have been administered during the three shifts on September 10, 2022. Ms. Lipps reported DCS Felton reported Jonneice Owen was the staff passing medications in the morning of September 10, 2022.

On September 13, 2022, I received an *AFC Licensing Division-Incident/Accident Report (IR)* from DCS Felton reporting on September 10, 2022 DCS Sharonda Kittle came to work at 3:00pm and noticed her water jug was missing from under the sink. DCS Sharonda Kittle and DCS Evana Nelson were taking the trash out and noticed DCS member Kittle's water jug in the trash. According to the IR, it was at this time DCS Sharonda Kittle and DCS Evana Nelson found a Ziplock bag with pills and an 8oz cup inside of the bag. The IR documented DCS Evana called home manager who instructed staff to lock up the bag of medications.

On September 13, 2022, DCS Felton also turned in a written statement with the IR dated September 12, 2022. The statement reported DCS Felton came to work on September 12, 2022 and examined the trash bag containing the medications. DCS Felton observed the following items in the trash bag DCS Kittle's water jug, a Ziplock bag containing medications, a plastic cup, an empty Mr. Clean bottle and a Taco Bell bag with an order receipt stapled to the bag it with Jonneice Owen's name on the order receipt dated September 10, 2022. DCS Felton reported himself and assistant home manager/direct care staff Hailey Curnow reviewed the medications and found the medications in the Ziploc bag to be the 6am medications for Resident A and Resident B, the 7am medications for all eight residents and the 12pm medications for Resident A and Resident B.

On September 26, 2022, I interviewed DCS Evana Nelson who reported on Saturday September 10, 2022, she worked with DCS Sharonda Kittle from 3:00pm-11:00pm. DCS Nelson reported she was the staff assigned to passing medications during their shift and DCS Jonneice Owens was the staff assigned to passing medications the shift prior, from 11:00pm-3:00pm. DCS Nelson reported upon

starting their shift DCS Kittle could not find her water bottle that she leaves at the facility and DCS Kittle went to the garage to look in the trash for her cup. DCS Nelson reported DCS Kittle came in from checking the garbage and stated, "you will not believe what I found? I found a bag of garbage in the bin with my cup in it, a Taco Bell Bag, and a bag of medications." DCS. Nelson reported she thought this was weird to have a trash bag with only three items in it because they fill the trash bags full before disposing of them in the bin outside. DCS Nelson reported she asked DCS Kittle to take her to the medications. DCS Nelson stated she pulled the bag of medications out of the trash can and recognized the medications as residents' medications. DCS Nelson reported she recognized the medications because she is the staff who administered resident medications Monday-Friday from 7:00am-3:00pm so she immediately recognized those as morning and afternoon resident medications. DCS Nelson reported the medications were in a plastic cup inside of the Ziplock bag. DCS Nelson reported she called Hailey Curnow, Assistant Home Manager/DCS, to report the finding of these medications and was advised to lock the baggie of medications for management to handle moving forward. DCS Nelson reported she did not dispose of the medications in the garbage bag, nor did she see or hear of anyone disposing of the medications.

On September 26, 2022 and October 05, 2022, I left messages for the following direct care staff members requesting a return call: Demaria Morgan, Dyamond Morgan, and Tawney Bennett. I did not receive any return calls from Dyamond Morgan or Tawney Bennett.

On October 05, 2022 I interviewed DCS Demaria Morgan who reported she worked with DCS Dyamond Morgan on September 09, 2022 from 3:00pm-11:00pm and was relieved by DCS Jonneice Owens and DCS Tawney Bennett at 11:00pm. DCS Demaria Morgan reported when medications are passed one staff passes the medications and the other staff is the observer. DCS Demaria Morgan reported she was the observer during the shift on September 09, 2022 and did not notice any medications not being given to residents missing nor did she observe the medication count being off. DCS Morgan reported she observed DCS Dyamond Morgan administering medications to the residents one at a time. DCS Demaria Morgan reported she heard about medications being found in the garbage but does not know who put them there. DCS Demaria Morgan denied that either herself or Dyamond Morgan put the medications in the garbage rather than administer the medications to residents during their shift on September 09, 2022.

On October 05, 2022, I interviewed DCS Jonneice Owens who reported she worked from 11:00pm-3:00pm on September 09, 2022 through September 10, 2022, with DCS Tawney Bennett. DCS Owens reported she has worked at the facility for seven years and during her shift on September 10, 2022, she administered medications to residents. DCS Owens reported she administered the residents' medications on September 10, 2022 at 6:00am, 7:00am and then again at noon. DCS Owens denied throwing any residents' medications in the garbage. DCS Owen reported she does not know who did it and has not heard anything.

On October 05, 2022, I completed an unannounced onsite investigation and reviewed eight Ziplock bags, marked with residents initials and inside each bag were individual medication pills, representing the residents' medications that were not administered at 6:00am, 7:00am, and 12:00pm and found in the garbage on September 10, 2022. The residents' medications are individually bubble packed and dated for each day of the month and one medication per day for the month. I also received and reviewed a copy of each resident's Medication Administration Record (MAR) for September 2022. The following medications were found in the garbage on September 10, 2022, and were available for my review on October 05, 2022:

- Resident A- 7:00am prescribed medications:
  - Aspirin EC 81 MG, 1 tablet by mouth daily, (1 tablet in bag)
  - Fluoxetine 20mg, 1 capsule by mouth daily, every morning, (1 capsule in bag)
  - Hydrochlorothiazide 12.5mg, 1 tablet by mouth daily, (1 capsule in bag)
  - Omeprazole DR 20mg, 1 capsule by mouth every morning (1 capsule in bag)
  - Tab A Vite, 1 tablet my mouth every morning (1 capsule in bag)
  - Vitamin D3 2000IU, 1 tablet my mouth once daily, (tablet in bag)
  - Oxybutynin 5mg, 1 tablet by mouth twice daily (1 tablet in bag)
- Resident B- 7:00am prescribed medications
  - Docusate 100 mg, 1 capsule by mouth daily, in morning (1 capsule in bag)
  - Loratadine 10mg, 1 tablet my mouth daily (1 tablet in bag)
  - Thera M, 1 tabled by mouth daily, (1 tablet in bag)
  - Vitamin D3 2000IY, take 1 capsule by mouth daily (1 capsule in bag)
- Resident C- 6:00am, 7:00am, and 11:00am prescribed medications
  - Aripiprazole 2mg, take 2 tablets by mouth every morning (2 tablets in bag)
  - Cerovite, 1 tablet per tube daily (1 tablet in bag)
  - Levothyroxine 50mcg, 1 tablet per peg tube daily (1 tablet in bag)
  - Loratadine 10mg, 1 tablet by peg tube daily (1 tablet in bag)
  - Paroxetine 20mg, 1 tablet by peg tube daily (1 tablet in bag)
  - Famotidine 20mg, 1 tablet two times a day per peg tube (1 tablet in bag)
  - Acidophilus Pectin, 1 capsule daily by peg tube (1 capsule in bag)
- Resident D- 7:00am prescribed medications
  - Docusated Sod 100mg, 2 capsules by mouth (2 capsules in bag)
  - Ferrous Sulfate, 325mg, by tablet mouth daily (1 tablet in bag)
  - Fluoxietine HCL 40mg, 1 tablet by mouth daily every morning (1 tablet in bag)
  - Loratadine 10mg, 1 tablet by mouth daily (1 tablet in bag)
  - Potassium, 10meq, 1 capsule by mouth daily (1 capsule in bag)
  - Vitamin D3 2000 IU, 1 capsule by mouth daily (1 capsule in bag)
  - Naproxen 500 mg, 1 tablet by mouth daily (1 tablet in bag)

- Resident E-7:00am and 12:00pm prescribed medications
  - Fiber-Lax, 1 tablet by mouth daily (1 tablet in bag)
  - Fluoxetine 20 mg, 1 capsule by mouth every morning (1 capsule in bag)
  - Loratadine 10mg, 1 tablet my mouth daily (1 tablet in bag)
  - Terbinafine 250mg, 1 tablet by mouth daily (1 tablet in bag)
  - Vitamin B-6 50mg, 1 tablet by mouth daily (1tablet in bag)
  - Metoprolol Tartrate 25mg, 1 tablet my mouth twice daily (2 tablets in bag)
  - Carbamazepine 100mg, 1 tablet my morning, 1 tablet in afternoon, and 2 tablets at bedtime. (2 tablets in bag)
- Resident F-7:00am prescribed medications
  - Aspiring 81mg, 1 tablet by mouth daily, (1 tablet in bag)
  - Vitamin D3 200, 1 capsule by mouth daily, (1 capsule in bag)
  - Loratadine 10mg, 1 tablet my mouth daily, (1 capsule in bag)
- Resident G-7:00am prescribed medications
  - Lisinopril 5mg, 1 tablet my mouth daily, (1 capsule in bag)
  - Loratipiline 10mg, 1 tablet daily, (1 tablet in bag)
- Resident H- 7:00am and 12:00pm prescribed medications
  - Ferrous Sulfate 325mg, 1 tablet my mouth daily, (1 tablet in bag)
  - Levothyroxine 150 mcg, 1 tablet by mouth daily, (1 tablet in bag)
  - Memantine 5mg, 1 tablet my mouth daily, (1 tablet in bag)
  - Vitamin B-t 100mg, 2 tablets by mouth daily, (2 tablets in bag)
  - Vitamin D3 100, 2 capsules by mouth daily, (2 capsules in bag)
  - Rivastigmine 105mg, 1 capsule by mouth, twice daily, (1 capsule in bag)
  - Carbidopa-Levodopa 25-250, 2 tablets by mouth three times a day (2 capsules in bag)

<b>APPLICABLE RULE</b>	
<b>R 400.14312</b>	<b>Resident medications.</b>
	<b>(2) Medication shall be given, taken, or applied pursuant to label instructions.</b>



<b>ANALYSIS:</b>	Based the information gathered during the investigation it has been found that on September 10, 2022, direct care staff DCS Sharonda Kittle and DCS Evana Nelson found a Ziplock bag with prescription medication pills with an 8oz cup inside a garbage bag. It was determined the bag of pills were prescription medications belonging to the eight residents in the AFC facility, specifically prescription medications administered during morning and afternoon times. Consequently, Residents A-H did not receive their medications as prescribed per the label instructions at some duration in time, but presumably September 09, 2022, as the medications were found in the garbage.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Bridget Vermeesch*

10/31/2022

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Bridget Vermeesch  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

11/04/2022

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Dawn N. Timm  
Area Manager

Date