



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 18, 2022

Reeta Smith
Redwood Inc
PO Box 684
Oxford, MI 48371

RE: License #:	AM440290998
Investigation #:	2023A0872001
	Brookhaven A.F.C.

Dear Ms. 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,

A handwritten signature in cursive script that reads "Susan Hutchinson".

Susan Hutchinson, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(989) 293-5222

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

License #:	AM440290998
Investigation #:	2023A0872001
Complaint Receipt Date:	10/04/2022
Investigation Initiation Date:	10/04/2022
Report Due Date:	12/03/2022
Licensee Name:	Redwood Inc
Licensee Address:	3280 Trillium Lane Oxford, MI 48371
Licensee Telephone #:	(248) 625-1280
Administrator:	Reeta Smith
Licensee Designee:	Reeta Smith
Name of Facility:	Brookhaven A.F.C.
Facility Address:	4521 Stanley Rd Columbiaville, MI 48421-8421
Facility Telephone #:	(810) 793-7060
Original Issuance Date:	06/09/2008
License Status:	REGULAR
Effective Date:	12/09/2020
Expiration Date:	12/08/2022
Capacity:	11
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

	MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED
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II. ALLEGATION(S)

	Violation Established?
Staff Andreana Jimenez cusses and screams at the residents. She has been overheard talking very disrespectfully to them as well.	Yes

III. METHODOLOGY

10/04/2022	Special Investigation Intake 2023A0872001
10/04/2022	Special Investigation Initiated - On Site
10/04/2022	Contact - Document Received I received a text message from the home manager, April McTaggart
10/06/2022	Contact - Document Received I received a text message from Ms. McTaggart
10/07/2022	Contact - Document Received I received two written statements from staff Jessica Collings
11/16/2022	Contact - Telephone call made I interviewed former staff, Andreana Jimenez
11/16/2022	Contact - Telephone call made I called Ms. McTaggart and requested additional information
11/18/2022	Exit Conference I conducted an exit conference with the licensee designee, Reeta Smith
11/18/2022	Inspection Completed-BCAL Sub. Compliance
11/18/2022	APS referral I made an APS complaint via email.
11/18/2022	Exit Conference I conducted another exit conference with Ms. Smith explaining the repeat violation citation

ALLEGATION: Staff Andreana Jimenez cusses and screams at the residents. She has been overheard talking very disrespectfully to them as well.

INVESTIGATION: On 10/04/22, I conducted an onsite inspection of Brookhaven Adult Foster Care Facility. I interviewed staff April McTaggart, Jennifer Vickery, Gracie Prater, Jessica Kmiotek, and Jennifer Beeken. I also interviewed Residential Hospice nurse, Nancy Glass and Residents A, B, and C.

According to staff Jennifer Vickery, Gracie Prater, Jessica Kmiotek, and Jennifer Beeken, staff Andreana Jimenez is often disrespectful to the residents, and she will yell and cuss at them or in front of them. They said that Ms. Jimenez yells and cusses at them (staff) as well and it makes everyone uncomfortable. Ms. Vickery, Ms. Prater, Ms. Kmiotek and Ms. Beeken said that at times, Ms. Jimenez would tell them to lie to family members about some of the resident's behaviors, trying to make the behaviors sound worse than they were.

Ms. Vickery said that on one occasion, she and Ms. Jimenez were showering one of the residents. Resident A fell in his room while trying to get himself up from his wheelchair to his chair. Ms. Vickery said that Ms. Jimenez began "screaming" at resident A, and told him, "I'm not putting up with this shit anymore!" Ms. Vickery said that Ms. Jimenez has also yelled at some of the other residents, telling them, "You know when you need to shit so you can sit in it if you don't tell me."

Ms. Vickery and Ms. Beeken said that they have heard Ms. Jimenez say, "I'll leave you in your shit!" if one of the residents defecates in their brief. They also heard Ms. Jimenez say to or about other staff, "I'm not gonna deal with your fucking attitude."

Ms. Prater said that she has heard Ms. Jimenez cuss in front of the residents and talk disrespectfully to them and to staff in front of anyone who happens to be there.

Nancy Glass, RN said that she is a hospice nurse for Residential Hospice. She said that she has had several residents at Brookhaven AFC over the years and she spends a lot of time at this facility, checking on her residents. According to RN Glass, the staff at this facility is "all really good" but she has some concerns about staff Andreana Jimenez. According to RN Glass, Ms. Jimenez will argue with her and disagree with her about the treatment she provides to her hospice patients. RN Glass said that she has tried to explain to Ms. Jimenez that hospice care is palliative, not curative but Ms. Jimenez would still want medications and treatments for some of the residents that are not necessary. RN Glass said that Ms. Jimenez did not seem to understand when a resident was at end of life. RN Glass would try to explain that the individual's body begins to shut down and they can no longer do the things they used to be able to do such as eat. However, Ms. Jimenez would argue and say that staff should still try to "make" the hospice residents eat or they are "starving them." RN Glass also said that Ms. Jimenez has been unprofessional at times, and she has overheard her talking poorly about other staff to resident family members.

Resident A appeared very confused during my interview with him. I asked him about staff, and he said they were all “good.” I asked him if any of the staff ever cusses or yells at him and he said, “no.” Resident A did not seem to understand my questions and I am not confident that he comprehended what I was saying to him.

Resident B said that he has lived at this facility for 16 months. He said that most of the staff is “very good”, and they treat the residents well. I asked him about staff Andreana Jimenez. He said that Ms. Jimenez is “very good at her job until someone gets her goat.” Resident B said that when Ms. Jimenez gets upset about something, “she’ll cut loose and let you have it.” Resident B said that Ms. Jimenez will accuse the residents of doing something accidental on purpose and she will “go on and on until she gets it out of her system.” According to Resident B, he has never heard Ms. Jimenez cuss at any of the other staff or residents but said that she “yells really loud” and it makes him uncomfortable. Resident B said that none of the other staff has ever said or done anything that makes him uncomfortable.

Resident C said that she has lived at this facility for approximately eight months. According to Resident C, the staff are “pretty good.” I asked her about staff Andreana Jimenez. Resident C told me that she has heard Ms. Jimenez yell and scream at the other residents, and she talks to them “disrespectfully.” Resident C said that Ms. Jimenez “won’t talk to me that way because she knows better.” According to Resident C, Ms. Jimenez yells when she does not have to. She will tell the residents that it is time for bed, but she will say, “Bedtime now! I said now!” Resident C said that Ms. Jimenez does not always treat the residents with respect. Resident C told me that none of the other staff has ever said or done anything that makes her uncomfortable.

Later, on 10/04/22, the home manager, April McTaggart texted me. She told me that considering the information staff and residents shared with her, she terminated Andreana Jimenez’s employment effective today.

On 10/06/22, I received another text message from April McTaggart. Ms. McTaggart said that Ms. Jimenez is calling all the staff, calling them names, and cussing at them. She is also calling some of the resident’s family members and telling them lies. Furthermore, she has been texting Ms. McTaggart “non-stop” and will not leave her alone.

On 10/07/22, I received two written statements from staff, Jessica Collings. According to her statements, she has observed Ms. Jimenez yelling at the residents, “getting in their faces, nose to nose.” On one occasion, Ms. Jimenez left Resident A on the floor after he dropped his weight to “get away from her.” Ms. Collings wrote that Ms. Jimenez, “is not good with the residents. She can be rough, yelling at the males all the time, picks fights with them.”

On 11/16/22, I interviewed former staff Andreana Jimenez via telephone. Ms. Jimenez admitted that on a few occasions, she “lost it” while working at Brookhaven AFC. According to Ms. Jimenez, sometime this past summer, she was caring for Resident A

who was being “mean and ugly all day.” She said he was at the dinner table, and he began cussing at one of the other residents, so she wheeled him away from the table and tried to get him in his recliner. Instead of helping her transfer him like he normally does, Ms. Jimenez said that Resident A “dead weighted me” by making himself limp. She said that he was fighting against her, and he fell to the floor. Ms. Jimenez said that she was very upset by his behavior, and she said “(Resident A) will you please fucking help me?” She said that it took her 30 minutes to get him in his recliner because he would not assist her. He was also hitting, kicking, and spitting at her. Once he was sitting down, she told me she said to him, “(Resident A) you have lost your mind. I can’t believe you did this to me.” Ms. Jimenez said that she told Resident A’s family what had happened, and they told her that “sometimes you have to cuss at him to get him to pay attention.”

I asked her if she ever cussed at or in front of any of the other residents and she said that there have “probably” been times that she was cussing, and the residents were able to overhear her, but she said she has never cussed at any of the other residents. I asked her if she ever gets loud or yells at the residents or staff. Ms. Jimenez said that on one occasion, she yelled at the home nurse, Nancy Glass RN. Ms. Jimenez said that she does not always agree with RN Glass’s course of treatment with the hospice residents and RN Glass does not always explain things to her. She said that on one occasion, she felt that a resident needed a catheter and RN Glass disagreed so Ms. Jimenez “got frustrated and I went off on her.” She said that she was yelling at RN Glass in front of the residents. Ms. Jimenez told me, “Every time I have ever lost my cool is because I was fighting for my residents.”

On 11/05/21, I concluded in special investigation report #2022A0872043 that R 400.14305(3) had been violated. According to that report, Resident A sustained an arm fracture that looked like a “transfer injury” according to the emergency room doctor. Staff Ashton Kalman and Celena Hinojosa said that they were not aware of the resident’s injury and do not know how it happened. The licensee designee, Reeta Smith submitted a signed corrective action plan dated 11/10/21 stating that the staff involved were terminated and staff will be trained on transfer instructions.

APPLICABLE RULE	
R 400.14305	Resident protection.
ANALYSIS:	(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.

ANALYSIS:	<p>According to staff Jennifer Vickery, Gracie Prater, Jessica Kmiotek, Jennifer Beeken, and Jessica Collings staff Andreana Jimenez are often disrespectful to the residents, and she will yell and cuss at them or in front of them.</p> <p>Residential Hospice nurse, Nancy Glass said that staff Andreana Jimenez will argue with her and disagree with her about the treatment she provides to her hospice patients. RN Glass said that Ms. Jimenez has been unprofessional at times, and she has overheard her talking poorly about other staff to resident family members.</p> <p>Residents B and C said that Ms. Jimenez will get very loud with some of the residents and talks disrespectfully to them at times as well.</p> <p>Ms. Jimenez told me that on one occasion, she said to Resident A, “(Resident A) will you please fucking help me? You have lost your mind. I can’t believe you did this to me.” She told me, “Every time I have ever lost my cool is because I was fighting for my residents.”</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation at this time.</p>
CONCLUSION:	<p>REPEAT VIOLATION ESTABLISHED SIR # 2021A0872043 Dated November 5, 2021.</p>

On 11/18/22, I conducted an exit conference with the licensee designee, Reeta Smith. I explained which rule violation I am substantiating and told her I will need her to complete and submit a corrective action plan upon the receipt of my investigation report. Later on, 11/18/22, I told her that I am citing a repeat violation on this rule.

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, I recommend no change in the license status.

Susan Hutchinson

November 18, 2022

Susan Hutchinson Licensing Consultant	Date
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Approved By:

Mary Holton

November 18, 2022

Mary E. Holton Area Manager	Date
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