



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

December 19, 2022

Roland Higgs  
Family Living Center Inc.  
Suite 101  
132 Franklin Blvd  
Pontiac, MI 48341

RE: License #: AS630012322  
Investigation #: 2023A0602003  
Dawn Lane House

Dear Mr. Higgs:

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Cindy Berry".

Cindy Berry, Licensing Consultant  
Bureau of Community and Health Systems  
3026 West Grand Blvd  
Cadillac Place, Ste 9-100  
Detroit, MI 48202  
(248) 860-4475

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630012322
<b>Investigation #:</b>	2023A0602003
<b>Complaint Receipt Date:</b>	10/17/2022
<b>Investigation Initiation Date:</b>	10/18/2022
<b>Report Due Date:</b>	12/16/2022
<b>Licensee Name:</b>	Family Living Center Inc.
<b>Licensee Address:</b>	Suite 101 - 132 Franklin Blvd Pontiac, MI 48341
<b>Licensee Telephone #:</b>	(248) 334-5330
<b>Administrator:</b>	Roland Higgs
<b>Licensee Designee:</b>	Roland Higgs
<b>Name of Facility:</b>	Dawn Lane House
<b>Facility Address:</b>	4112 Dawn Lane West Bloomfield, MI 48323
<b>Facility Telephone #:</b>	(248) 626-0276
<b>Original Issuance Date:</b>	01/22/1981
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/11/2021
<b>Expiration Date:</b>	07/10/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident C was heard screaming loudly and staff member Chyna George yelled back, "You better knock it off right now."	Yes
The previous home manager, Leanna Peterson-Galloway use to tell Resident B that she smelled and needed a shower and would shave Resident A's private area and call it her "moose."	No

**III. METHODOLOGY**

10/17/2022	Special Investigation Intake 2023A0602003
10/18/2022	Special Investigation Initiated - Telephone Call made to the Office of Recipient Rights (ORR).
10/19/2022	Inspection Completed On-site Interviewed Resident A, Resident B, staff members Bertina Seaton and Chyna George.
10/25/2022	Contact – Telephone Call Made Spoke with Kathleen Garcia who is the assigned ORR worker.
10/28/2022	Contact – Face to Face Interviewed Resident C, Resident D, and Resident E at New Horizons in Auburn Hills.
11/02/2022	Contact – Telephone Call Made Call made to staff member, Leanna Peterson-Galloway – no answer.
11/18/2022	Contact – Telephone Call Made Spoke with Resident A's guardian.
12/14/2022	Telephone Call Made Spoke with staff member Ramea Temple.
12/14/2022	Telephone Call Made Spoke with supports coordinator, Alexis Smith

12/15/2022	Exit Conference Held with the licensee designee, Roland Higgs by telephone.
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**ALLEGATION:**

- **Resident C was heard screaming loudly and staff member Chyna George yelled back, "You better knock it off right now."**
- **The previous home manager, Leanna Peterson-Galloway use to tell Resident B that she smelled and needed a shower and would shave Resident A's private area and call it her "moose."**

**INVESTIGATION:**

On 10/17/2022, a complaint was received and assigned for investigation alleging that Resident C was heard screaming loudly and staff member Chyna George yelled back, "You better knock it off right now." It was also alleged that the previous home manager, Leanna Peterson-Galloway used to tell Resident B that she smelled, needed a shower and would shave Resident A's private area and call it her "moose."

On 10/19/2022, I conducted an unannounced on-site investigation at which time I interviewed Resident A, Resident B, staff member Bertina Seaton and Chyna George. Due to Resident A's diminished cognitive functioning, I was unable to obtain any information from her regarding the allegations.

Resident B stated Resident C's aunt recently died of cancer and she has been upset about it. She has cried and yelled but only because she misses her aunt. Resident B said she never heard Ms. George tell Resident C that she better knock it off right now. When Resident C yells or screams, Ms. George will ask her to calm down and use her words. Resident B stated that Ms. George usually works the second shift, and she is very nice to all the residents. Resident B went on to state that Ms. Peterson-Galloway no longer works in the home but when she did, she would tell her that she smelled and needed to take a shower. Resident B said she does not require assistance with any of her personal care needs and takes a shower every day. She said she heard Ms. Peterson-Calloway call Resident A's private area a moose, but she does not know if she shaved it or not.

Ms. Seaton stated she never heard Ms. George yell at any of the residents. She said there were some allegations regarding another staff member speaking inappropriately to the residents, but she no longer works in the home.

On 10/28/2022, the assigned ORR worker, Kathleen Garcia and I conducted interviews with Resident C and Resident D at New Horizons in Auburn Hills. Resident C stated her aunt died of cancer and she really misses her. She said she likes Ms. George but she has yelled at her, and she has heard her curse while in the home. She only yells at

Resident C. Resident C stated that Ms. George told her to shut up and be quiet in the past. Resident C said, “Ms. George is mean, and she thinks she owns the Dawn Lane.”

Resident D stated she never heard Ms. George yell at Resident C. Staff are nice to all the residents and she had no complaints to report.

Resident E stated Ms. George is a nice lady. She is pretty and funny, but she is also mean to Resident C. Resident E was unable to provide examples of how Ms. George was mean to Resident C.

Resident C, Resident D and Resident E had no knowledge regarding Ms. Peterson-Galloway telling Resident B that she smelled or needed to shower. They also had no knowledge of Ms. Peterson-Galloway shaving Resident A’s private area and calling it a moose.

On 11/18/2022, I spoke with Resident A’s guardian by telephone. Resident A’s guardian stated permission was given to Ms. Peterson-Galloway to shave Resident A’s pubic hair. There was no knowledge of Resident A’s pubic area being referred to as a moose.

On 12/14/2022, I interviewed staff member Ramea Temple by telephone. Ms. Temple stated she has never heard Ms. George yell or scream at Resident C, but Ms. George can be loud when she speaks. She said she never heard Ms. George tell Resident B that she smelled and needed to shower. Resident B is very self-sufficient and does not require assistance with bathing or showering. Resident B does not require shower reminders as she does it on her own, sometimes twice daily. Ms. Temple also said Resident A called her private area a moose and that is how the name originated.

On 12/14/2022, I spoke with the supports coordinator, Alexis Smith by telephone. Ms. Smith stated back in October 2022 she was visiting the home for her monthly visits with the residents. She was knocking at the door for quite a while but there was no answer. While waiting, she could hear Resident C screaming and yelling and Ms. George yelling back at her to knock it off and stop it right now. Ms. Smith said she has never witnessed this kind of behavior from Ms. George, but she was speaking to Resident C inappropriately.

On 12/15/2022, I conducted an exit conference with the licensee designee, Roland Higgs by telephone. I informed Mr. Higgs of the investigative findings and recommendation documented in this report. Mr. Higgs stated Ms. George no longer works at the facility as she quit a few days ago. He agreed to submit a corrective action plan upon receipt of the report.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the

	<p>licensee, employees, or any person who lives in the home shall not do any of the following:</p> <p>(f) Subject a resident to any of the following:</p> <p>(i) Mental or emotional cruelty.</p> <p>(ii) Verbal abuse.</p> <p>(iii) Derogatory remarks about the resident or members of his or her family.</p>
<b>ANALYSIS:</b>	<p>Based on the information obtained during the investigation, there is insufficient information to determine that Ms. George told Resident B that she smelled and needed to take a shower. Although Resident B reported that she did, there was no other evidence to support this claim.</p> <p>According to Resident A's guardian, permission was given to Ms. Peterson-Galloway to shave Resident A's pubic hair. According to Ms. Temple, Resident A called her private area a moose and that is how the name originated.</p> <p>Based on the information obtained from Resident C, Resident E and Ms. Smith, there is sufficient information to determine that Ms. George yelled at Resident C in October 2022. According to Resident C, Resident E and Ms. Smith, they have heard Ms. George yelling at Resident C.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend no status change to the license.




12/19/2022

Cindy Berry  
Licensing Consultant

Date

Approved By:



12/19/2022

Denise Y. Nunn  
Area Manager

Date