



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 2, 2023

Charity Quick  
6517 20th Ave  
Sears, MI 49679

RE: License #: AF670391967  
Investigation #: 2023A0870019  
Quick's AFC

Dear Ms. Quick:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On January 18, 2023, you submitted an acceptable written corrective action plan. It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 red ink that reads "Bruce A. Messer".

Bruce A. Messer, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 342-4939

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF670391967
<b>Investigation #:</b>	2023A0870019
<b>Complaint Receipt Date:</b>	01/13/2023
<b>Investigation Initiation Date:</b>	01/17/2023
<b>Report Due Date:</b>	03/14/2023
<b>Licensee Name:</b>	Charity Quick
<b>Licensee Address:</b>	6517 20th Ave Sears, MI 49679
<b>Licensee Telephone #:</b>	(231) 734-6026
<b>Name of Facility:</b>	Quick's AFC
<b>Facility Address:</b>	6517 20th Ave Sears, MI 49679
<b>Facility Telephone #:</b>	(231) 734-6026
<b>Original Issuance Date:</b>	04/24/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/17/2022
<b>Expiration Date:</b>	07/16/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Facility staff do not have first aid training.	Yes

**III. METHODOLOGY**

01/13/2023	Special Investigation Intake 2023A0870019
01/17/2023	Special Investigation Initiated - Telephone Email to Community Mental Health for Central Michigan contract management office.
01/18/2023	Inspection Completed On-site Interview with Licensee Charity Quick.
01/18/2023	Exit Conference With Licensee Charity Quick.
01/18/2023	Inspection Completed-BCAL Sub. Compliance
01/18/2023	Corrective Action Plan Received
01/18/2023	Corrective Action Plan Approved

**ALLEGATION: Facility staff do not have first aid training.**

**INVESTIGATION:** On January 18, 2023, I conducted an on-site special investigation at the Quick AFC home. I met with Licensee Charity Quick and explained the allegation as stated above. Ms. Quick explained that she had all her staff members conduct an on-line American Red Cross (ARC) training program in May 2021. She noted staff conducted the on-line class due to in-person training not being available in 2021, during the Covid pandemic. Ms. Quick provided ARC training cards for staff members Andrew Shaw, Steve Roys, Jacob Quick, Stephanie Flowers, and for herself. The training cards note an issue date of May 28, 2021, and a "recommend renewal date" of May 28, 2023. I noted that these training cards state the training is for Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) and does not mention First Aid. I pointed this out to Ms. Quick and asked if she had any documentation showing that her staff have had training in First Aid. Ms. Quick provided additional documentation of ARC training for the above staff members which does list First Aid as a component of the training. These documents note the training was conducted in June 2019 and states that the

training is “valid for two years.” As noted, all of the staff training dates are in excess of two years, thus rendering the training not “valid” or not “current.”

<b>APPLICABLE RULE</b>	
<b>R 330.1806</b>	<b>Staffing levels and qualifications.</b>
	<p><b>(2) All staff who work independently and staff who function as lead workers with clients shall have successfully completed a course of training which imparts basic concepts required in providing specialized dependent care and which measures staff comprehension and competencies to deliver each client's individual plan of service as written. Basic training shall address all of the following areas:</b></p> <p><b>(d) Basic first aid and cardiopulmonary resuscitation</b></p>
<b>ANALYSIS:</b>	<p>Ms. Quick was unable to provide “valid” or “current” First Aid training certificates for facility staff.</p> <p>Facility staff had not successfully completed a “valid” or “current” training program in first aid.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On January 18, 2023, I conducted an exit conference with Licensee Charity Quick. I explained my finding as noted above. Ms. Quick stated she understood the findings, that she had no further information to provide concerning this investigation, and that she had no further questions. Ms. Quick developed and submitted a corrective action plan addressing the above cited rule.

#### **IV. RECOMMENDATION**

An acceptable corrective action plan has been received. I recommend that status of the license remain unchanged.



January 23, 2023

Bruce A. Messer  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

February 2, 2023

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Jerry Hendrick  
Area Manager

Date