



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

April 10, 2023

Kathleen Hockey  
Moore Apt Non-Profit Housing Corp.  
5900 Executive Drive  
Lansing, MI 48911

RE: License #: AS510247338  
Investigation #: 2023A0230026  
Wildwood

Dear Ms. Hockey:

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 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 "Rhonda Richards".

Rhonda Richards, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 342-4942

enclosure

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

**I. IDENTIFYING INFORMATION**

|                                       |   |
|---------------------------------------|---|
| <b>License #:</b>                     | AS510247338                               |
| <b>Investigation #:</b>               | 2023A0230026                              |
| <b>Complaint Receipt Date:</b>        | 03/16/2023                                |
| <b>Investigation Initiation Date:</b> | 03/16/2023                                |
| <b>Report Due Date:</b>               | 05/15/2023                                |
| <b>Licensee Name:</b>                 | Moore Apt Non-Profit Housing Corp.        |
| <b>Licensee Address:</b>              | 5900 Executive Drive<br>Lansing, MI 48911 |
| <b>Licensee Telephone #:</b>          | (517) 393-2103                            |
| <b>Administrator:</b>                 | Kathleen Hockey                           |
| <b>Licensee Designee:</b>             | Kathleen Hockey                           |
| <b>Name of Facility:</b>              | Wildwood                                  |
| <b>Facility Address:</b>              | 12481 Milarch Rd.<br>Bear Lake, MI 49614  |
| <b>Facility Telephone #:</b>          | (231) 864-3619                            |
| <b>Original Issuance Date:</b>        | 05/08/2002                                |
| <b>License Status:</b>                | REGULAR                                   |
| <b>Effective Date:</b>                | 11/07/2022                                |
| <b>Expiration Date:</b>               | 11/06/2024                                |
| <b>Capacity:</b>                      | 6   |
| <b>Program Type:</b>                  | DEVELOPMENTALLY DISABLED                  |

## II. ALLEGATION(S)

|   | <b>Violation<br/>Established?</b> |
|---|-----------------------------------|
| Staff member Cindy Churchill used profanity and called Resident A and B derogatory names. | Yes                               |

## III. METHODOLOGY

|            |  |
|------------|--|
| 03/16/2023 | Special Investigation Intake<br>2023A0230026   |
| 03/16/2023 | APS Referral   |
| 03/20/2023 | Inspection Completed On-site<br>Interview with Resident A and Staff member Robert Waterman                   |
| 03/20/2023 | Contact - Telephone call made.<br>RRO Danyal Blakeslee   |
| 04/07/2023 | Contact - Telephone call made.<br>With staff member Heather Gale   |
| 04/07/2023 | Inspection Completed On-site<br>Interview with staff member Cindy Churchill and observation of<br>Resident B |
| 04/07/2023 | Exit Conference<br>With Licensee Designee Kathy Hockey   |

**ALLEGATION: Staff member Cindy Churchill used profanity and called Resident A and B derogatory names.**

**INVESTIGATION:** On 03/20/2023, I conducted an unannounced on-site investigation at the facility and interviewed staff member Robert Waterman and Resident A regarding the above allegation.

Mr. Waterman stated he had never heard Ms. Churchill use profanity toward residents. He added that Ms. Churchill is, "very gentle and has a positive attitude."

Resident A stated he thought Ms. Churchill is, "fun and likes to joke. He denied ever hearing Ms. Churchill use any profanity towards himself or any other residents.

On 03/20/2023, I spoke with Community Mental Health Recipient Rights Officer Danyal Blakeslee who stated she had interviewed staff member Cindy Churchill and

Ms. Churchill acknowledged that she had called Resident A “motormouth” in a joking manner. Additionally, she acknowledged she called Resident B “a little shit” in a joking manner.

On 04/07/2023, I spoke with staff member Heather Gale who stated that she had heard Ms. Churchill state “here’s motormouth” while pushing Resident B in his wheelchair. Ms. Gale also stated she heard Ms. Churchill call Resident A a “little shit” when he took food from another resident.

On 04/07/2023, I conducted an on-site investigation at the facility and interviewed staff member Cindy Churchill and observed Resident A. I was not able to interview Resident A as he is non-verbal. He was putting puzzles together and laughing while sitting at the table.

Ms. Churchill stated she had already been talked to by Recipient Right and her manager about the use of profanity and derogatory remarks toward residents. She acknowledged that she had called Resident B a “motormouth” and Resident A “a little shit” but stated she had done this in a joking jovial way and now understands that this was not appropriate.

On 04/07/2023, I conducted an exit conference with Licensee Designee Kathy Hockey and reviewed the findings of the investigation. She stated she has provided a corrective action plan for Recipients Rights, and she will submit one also for licensing. Included in this plan will be a resident rights and dignity refresher training for Ms. Churchill. She also noted the staff member Ms. Churchill received a written disciplinary action for this behavior.

| <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>       | Residents A and B were not treated with dignity by staff member Ms. Churchill when she referred to Resident B as “motormouth” and Resident A as “a little shit.” This was confirmed by staff member Heather Gale and Ms. Churchill acknowledged that she made these statements. |
| <b>CONCLUSION:</b>     | <b>VIOLATION ESTABLISHED</b>  |

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend the status of this license remain unchanged.

*Rhonda Richards*

04/10/2023

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Rhonda Richards  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

04/10/2023

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Jerry Hendrick  
Area Manager

Date