



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 19, 2023

Kim Waddell
NRMI LLC
17187 N. Laurel Park Dr., Suite 160
Livonia, MI 48152

RE: License #: AS810412110
Investigation #: 2023A0122039
Crane Cove

Dear Kim Waddell:

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) 284-9720.

Sincerely,

A handwritten signature in black ink that reads "Vanita Bouldin". The script is cursive and fluid.

Vanita C. Bouldin, Licensing Consultant
Bureau of Community and Health Systems
22 Center Street
Ypsilanti, MI 48198
(734) 395-4037

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS810412110
Investigation #:	2023A0122039
Complaint Receipt Date:	09/06/2023
Investigation Initiation Date:	09/07/2023
Report Due Date:	11/05/2023
Licensee Name:	NRMI LLC
Licensee Address:	160 17187 N. Laurel Park Dr. Livonia, MI 48152
Licensee Telephone #:	(734) 646-1603
Administrator:	James Para-Cremer
Licensee Designee:	Kim Waddell
Name of Facility:	Crane Cove
Facility Address:	7171 Crane Ypsilanti, MI 48197
Facility Telephone #:	(734) 528-9320
Original Issuance Date:	06/01/2022
License Status:	REGULAR
Effective Date:	12/01/2022
Expiration Date:	11/30/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
On 09/04/2023, the facility bathrooms were inoperable. Residents told to toilet outside.	Yes

III. METHODOLOGY

09/06/2023	Special Investigation Intake 2023A0122039 APS Referral Denied
09/07/2023	Special Investigation Initiated - Telephone Completed interviews with Kim Waddell, Licensee Designee, Bill Carlton, Maintenance Supervisor, and Ron Williams, Home Manager.
09/11/2023	Contact – Telephone call made. Complete interview Jada Verrell, staff member. Left message for Whitney Larmond, staff member.
09/15/2023	Exit Conference Discussed findings with Kim Waddell, Licensee Designee.

ALLEGATION: On 09/05/2023, the facility bathrooms were inoperable. Residents told to toilet outside.

INVESTIGATION: On 09/07/2023, I completed an interview with Kim Waddell, Licensee Designee. Ms. Waddell stated she received a report that on 09/04/2023 there were issues with the facility bathrooms, including the toilets. Per Ms. Waddell, due to the amount of rain there were issues with the septic tank, and it was causing the sewer to back up. It was Ms. Waddell’s understanding that the residents were able to use the toilet but if the problem persisted then they would become inoperable.

A plan was developed to contact sewer and cleaning companies to service the facility’s sewer system and clean the bathrooms, in addition, the residents would be given the choice of going to the company’s Ypsilanti Treatment Center to use the bathroom facilities due to the smell. All residents choose to go to the Ypsilanti

Treatment Center on Tuesday, 09/05/2023, while the facility bathrooms were being serviced.

On 09/07/2023, I completed an interview with Bill Carleton, Maintenance Supervisor. Mr. Carleton confirmed that due to the rain the facility septic tank became saturated, causing water to back-up in the facility bathroom drains every time the toilets were flushed. Mr. Carleton stated that the facilities toilets were operable but due to the back-up of water they developed the plan as outlined by Kim Waddell.

On 09/07/2023, I completed an interview with Ron Williams, Home Manager. He stated he received a report that at approximately 7:00 p.m. on 09/04/2023, there were issues with the facility bathrooms, specifically “all three toilets were clogged, water was coming up through the shower drain.” Per Mr. Williams, maintenance personnel were called, and plans were made to contact a septic tank company to address the issue.

Mr. Williams stated the residents were not able to use the toilets, as they were overflowing, so they transported the residents to use bathrooms outside of the facility. The septic company arrived the following day to make/complete repairs and the residents used the bathroom facilities at the company’s Ypsilanti Treatment Center until repairs were completed. Mr. Williams stated the issue with the septic tank has happened in the past and staff members addressed the issue the same way, transporting residents to use bathrooms outside of the facility.

On 09/11/2023, I completed an interview with Jada Verrell, staff member. Ms. Verrell confirmed that she worked on 09/04/2023 and that the facility toilets were inoperable, including the one in the staff bathroom starting at approximately 4:30 p.m. Ms. Verrell further reported toileting accommodations were made by taking the residents to use toilets in the community, the local Meijer’s bathrooms and if the residents had an emergency, they were told to use the bathroom outside.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.

ANALYSIS:	<p>On 09/04/2023, the facility toilets were inoperable due to rain fall.</p> <p>On 09/07/2023 and 09/11/2023, Ron Williams and Jada Verrell confirmed that residents were unable to use the facility bathrooms and residents were taken to use bathrooms outside of facility. In an emergency, residents were told to use the bathroom outside.</p> <p>Ron Williams stated the issues with the septic tank have happened in the past and staff members addressed the issue the same way, transporting residents to use bathrooms outside of the facility.</p> <p>Based upon my investigation I find that the septic tank was not maintained as there was a malfunction that caused the facility bathrooms to be inoperable on 09/04/2023 and residents were not able to use them.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt and approval of a corrective action plan I recommend no changes to the status of the license.



Vanita C. Bouldin
Licensing Consultant

Date: 09/15/2023

Approved By:



Ardra Hunter
Area Manager

Date: 09/19/2023