



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

October 18, 2023

Ann Meldrum  
Samaritas  
Suite A  
2080 Union Ave. SE  
Grand Rapids, MI 49507

RE: License #: AS560012105  
Investigation #: 2023A1038005  
Samaritas - Lambros Drive CLF

Dear Ms. Meldrum:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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.

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) 284-9727.

Sincerely,

A handwritten signature in black ink that reads "Johnnie Daniels". The signature is written in a cursive style with a large initial "J" and "D".

Johnnie Daniels, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

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**

<b>License #:</b>	AS560012105
<b>Investigation #:</b>	2023A1038005
<b>Complaint Receipt Date:</b>	09/07/2023
<b>Investigation Initiation Date:</b>	09/08/2023
<b>Report Due Date:</b>	11/06/2023
<b>Licensee Name:</b>	Samaritas
<b>Licensee Address:</b>	Suite A 2080 Union Ave. SE Grand Rapids, MI 49507
<b>Licensee Telephone #:</b>	(231) 722-2400
<b>Administrator:</b>	Ann Meldrum
<b>Licensee Designee:</b>	Ann Meldrum
<b>Name of Facility:</b>	Samaritas - Lambros Drive CLF
<b>Facility Address:</b>	3209 Lambros Street Midland, MI 48640
<b>Facility Telephone #:</b>	(989) 832-3432
<b>Original Issuance Date:</b>	03/10/1981
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/15/2023
<b>Expiration Date:</b>	05/14/2025
<b>Capacity:</b>	6

<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL
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## II. ALLEGATION(S)

	<b>Violation Established?</b>
DCSM Marissa Dice said inappropriate things about residents which was overheard by residents.	Yes

## III. METHODOLOGY

09/07/2023	Special Investigation Intake 2023A1038005
09/08/2023	Special Investigation Initiated - Telephone call made to complainant.
09/14/2023	Inspection Completed On-site
09/14/2023	Contact - Face to Face- contact was made with Direct Care Staff Member (DCSM) Denise Lowe and DCSM Clifford Burt.
09/14/2023	Contact - Face to Face- Contact was made with Resident A, Resident B and Resident C.
09/14/2023	Inspection Completed-BCAL Sub. Compliance
09/18/2023	Contact - Telephone call made with home manager Robin Oswald
09/18/2023	Contact - Telephone call made with DCSM Marissa Dice
9/27/2023	Exit conference with licensee designee Ann Meldrum

**ALLEGATION: DCSM Marissa Dice said inappropriate things about residents which was overheard by residents.**

### **INVESTIGATION:**

On 9/8/2023 I received a complaint from BCHS Online Complaint Form alleging direct care staff member (DCSM) Marissa Dice was overheard by Resident A telling another direct care staff member that Resident A was being a "fucking prick."

On 9/8/2023, I contacted Complainant who stated DCSM Ms. Dice also called Resident A “dumbass.” Complainant alleged Ms. Dice stated she did not call him a “dumbass” but only a “fucking prick.” According to Complainant, Ms. Dice stated Resident A would be dumb for buying a vape online due to the price differential. Complainant stated there were other residents and direct care staff members present at the time of the incident.

On 9/14/2023 I conducted an unannounced on site visit to Samaritas-Lambros Drive CLF (facility). I interviewed DCSM Denise Lowe, Clifford Burt and Resident A. I was unable to interview Resident C and Resident D due to them being non-verbal.

DCSM Mr. Burt stated on 9/2/2023 he overheard DCSM Denise Lowe asking DCSM Marissa Dice why she was refusing to take Resident A to the store to get cigarettes. DCSM Mr. Burt stated he heard DCSM Ms. Dice say she was refusing because “he [Resident A] is a fucking prick.” DCSM Mr. Burt stated this was said in front of Resident B. DCSM Mr. Burt stated he was also told DCSM Ms. Dice called Resident A “stupid” but he did not hear this himself. DCSM Mr. Burt stated Ms. Dice and Resident A do not get along with each other. DCSM Mr. Burt stated that was the first time he heard Ms. Dice speak to any resident that way.

DCSM Ms. Lowe stated on 9/2/2023, she questioned DCSM Ms. Dice about why she refused to take Resident A to the store. DCSM Ms. Lowe stated she reminded DCSM Ms. Dice it is Resident A’s right to go to the store to which Ms. Dice replied by saying, “I don’t care he is a fucking prick.” DCSM Ms. Lowe stated Resident A then asked DCSM Ms. Dice “how am I being a fucking prick?” DCSM Ms. Lowe stated DCSM Ms. Dice told Resident A he was being rude and disrespectful. DCSM Ms. Lowe stated DCSM Ms. Dice then turned to Resident B and stated, “I am sorry I have to take this dumb ass out.” DCSM Ms. Lowe stated DCSM Ms. Dice and Resident A went to the store and upon returning to the facility, Resident A told DCSM Ms. Lowe, he was called stupid by DCSM Ms. Dice. DCSM Ms. Lowe stated she has worked at the facility for nearly 5 years.

I interviewed Resident A who stated he got into an argument with DCSM Ms. Dice regarding her calling him “a fucking prick.” Resident A stated she called him that name because he wanted to go to the store to get his cigarettes and DCSM Ms. Dice refused to take Resident A. Resident A stated Ms. Dice eventually took him to the store and while on the way she called him “stupid.” Resident A stated he does not know why DCSM Ms. Dice called him stupid but he did not like it. Resident A stated Ms. Dice has a very “negative and hostile” attitude towards him.

On 9/18/2023 I conducted phone interviews with home manager Robin Oswald and DCSM Marissa Dice. DCSM Ms. Oswald stated she was told by DCSM Mr. Burt and DCSM Ms. Lowe that DCSM Ms. Dice spoke inappropriately toward Resident A. Ms. Oswald stated DCSM Ms. Dice was suspended for three days regarding that incident on 9/2/2023. Ms. Oswald stated she made DCSM Ms. Dice apologize for speaking to Resident A this way and Ms. Dice no longer has contact with Resident A while in the facility. Ms. Oswald stated Resident B was there while this incident occurred but

Resident B's memory is not great, and she might have a seizure during the interview as stressful situations bring on seizures.

On 09/18/2023, I interviewed DCSM Ms. Dice via telephone who stated she has worked at the facility for nearly 3 years. DCSM Ms. Dice stated she was going to take Resident B on an outing, but Resident A wanted to go to the store to get cigarettes. DCSM Ms. Dice stated she did say to DCSM Ms. Lowe that Resident A was "being a fucking prick" but did not say this in front of Resident A nor did she realize he could hear her making this remark. DCSM Ms. Dice stated Resident A overheard her talking to DCSM Ms. Lowe. DCSM Ms. Dice stated she told Resident A it was dumb to buy vaping material online due to the high markup costs but did not call him dumb directly. DCSM Ms. Dice stated she was suspended for three days for these actions and has been allowed to return to work.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</b></p> <p style="padding-left: 40px;"><b>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</b></p> <p><b>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</b></p>
<b>ANALYSIS:</b>	Based on my interviews with direct care staff members Denise Lowe, Marissa Dice, Clifford Burt, and Robin Oswald and Resident A, Marissa Dice did not treat Resident A with consideration and respect when she used derogatory language about Resident A while speaking to another employee which Resident A overheard.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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



9/27/2023

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Johnnie Daniels  
Licensing Consultant

Date

Approved By:



10/18/2023

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Dawn N. Timm  
Area Manager

Date