



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

February 16, 2024

Debra Krajewski  
SouthWest AFC, L.L.C.  
#296  
6026 Kalamazoo Ave., SE  
Kentwood, MI 49508

RE: License #: AM410285333  
Investigation #: 2024A0583018  
SouthWest AFC

Dear Ms. Krajewski:

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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script, appearing to read "Toya Zylstra".

Toya Zylstra, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 333-9702

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM410285333
<b>Investigation #:</b>	2024A0583018
<b>Complaint Receipt Date:</b>	02/07/2024
<b>Investigation Initiation Date:</b>	02/07/2024
<b>Report Due Date:</b>	03/08/2024
<b>Licensee Name:</b>	SouthWest AFC, L.L.C.
<b>Licensee Address:</b>	#296 6026 Kalamazoo Ave., SE Kentwood, MI 49508
<b>Licensee Telephone #:</b>	(616) 698-6681
<b>Administrator:</b>	Debra Krajewski
<b>Licensee Designee:</b>	Debra Krajewski
<b>Name of Facility:</b>	SouthWest AFC
<b>Facility Address:</b>	212 56th St. SW Wyoming, MI 49548
<b>Facility Telephone #:</b>	(616) 534-5870
<b>Original Issuance Date:</b>	05/01/2007
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/18/2023
<b>Expiration Date:</b>	10/17/2025
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Residents prepare meals for residents.	Yes
Residents are given a list of chores, including tasks meant for staff to complete.	No
Additional Findings	Yes

## III. METHODOLOGY

02/07/2024	Special Investigation Intake 2024A0583018
02/07/2024	Special Investigation Initiated - On Site
02/07/2024	Contact - Telephone call made Licensee Designee Debra Krajewski
02/08/2024	Contact - Telephone call made Licensee Designee Debra Krajewski
02/08/2024	APS Referral
02/08/2024	Contact - Telephone call made Complainant
02/15/2024	Exit Conference Licensee Designee Debra Krajewski

### **ALLEGATION: Residents prepare meals for residents.**

**INVESTIGATION:** On 02/07/2024 complaint allegations were received from the BCAL online complaint system. The complaint stated that Resident A “reported a long list of chores that she had been told to do by AFC staff member Joyce, and that when she got home, she would have to prepare the other girl's lunch”. The complaint stated that Resident A asked not to talk to anyone about Joyce because then she might not get her paycheck.

On 02/07/2024 I completed an unannounced onsite investigation at the facility and privately interviewed staff Joyce Smith, Resident A, and Resident B.

Staff Joyce Smith initially stated that she would prefer to have the interview recorded but subsequently utilized her cellular phone to contact Licensee Designee Debra Krajewski. Ms. Smith placed Ms. Krajewski on speaker during the interview. Ms.

Smith stated that Resident A and Resident B voluntarily complete household chores such as preparing “sandwiches” for facility residents and serving meals. Ms. Smith stated that not every resident has to help, but Resident A and Resident B choose to do so voluntarily. Ms. Smith stated that Resident A and Resident B are paid monetarily for completing the household chores that Ms. Smith characterized as “a donation out of kindness”. Ms. Smith stated that if Resident A or Resident B refuse to prepare lunches for other residents, Ms. Smith says, “that’s okay, I’ll do it”. Ms. Smith stated that the current allegations are the result of Resident B lying to her case manager because Resident B recently had an appointment. Ms. Smith stated that Resident B is a “liar” and “lucky” that she is allowed to reside at the facility because Resident B “creates drama and turmoil” at the home due to her mental illness.

Licensee Designee Debra Krajewski, stated via telephone, that residents are given money when they “help out”. Ms. Krajewski stated that the amount of funds provided to residents in compensation for completing household chores “varies from 20-40 dollars per month”. Ms. Krajewski stated that residents are compensated for their voluntary work and can choose not to complete household tasks without fear of retaliation from facility staff. Ms. Krajewski stated that by providing residents the opportunity to complete household tasks it allows residents to “feel valued”.

Resident A stated that she is paid to complete household chores by Ms. Smith. Resident A stated that on the days that Ms. Smith works at the facility, Resident A prepares lunches which typically includes sandwiches, chips, and fruit for herself and the other residents of the facility. Resident A stated that lunch consists of sandwiches plus different accompaniments daily. Resident A stated that Resident B and Resident C also prepare the lunch meal for other residents and this task is rotated amongst Resident A, Resident B, and Resident C. Resident A stated that she is paid between, “60 to 100 dollars a month” from Ms. Smith for completing the household chores and preparing lunches for other residents. Resident A stated that she completes the chores voluntarily and enjoys receiving financial compensation for completing the tasks. Resident A stated that Ms. Smith “raises her voice” at Resident A if Resident A doesn’t prepare lunches.

Resident B stated that she is paid, “50 dollars per month” for completing household chores. Resident B elaborated by stating that one of the “chores” includes preparing and serving residents’ lunches on the days that Ms. Smith is working. Resident B stated that on the days that other staff work, Resident B is not required to prepare residents’ lunches. Resident B stated lunches typically consist of “sandwiches” plus other accompaniments.

Before exiting the facility, I requested to review the facility’s menu. Ms. Smith refused to provide the documentation and reported that she would only participate in future interviews with the presence of an attorney. As a result of Ms. Smith’s refusal to provide the facility’s menu, I exited without being able to review the facility’s menu.

On 02/08/2024 I interviewed the complainant via telephone. The complainant stated that on 02/06/2024 Resident A reported that she prepares lunches for facility residents, mops floors, cleans out the dishwasher filter, and listed quite a few tasks she completed for money she receives from staff Joyce Smith. The complainant stated that Resident A reported that she was “afraid” of Ms. Smith “yelling at” Resident A for not completing household tasks.

On 02/08/2024 I interviewed Licensee Designee Debra Krajewski via telephone. Ms. Krajewski stated that Resident A and Resident B complete household chores voluntarily and are paid a small stipend for voluntarily completing tasks. Ms. Krajewski acknowledged that Resident A and Resident B prepare sandwiches for facility residents. Ms. Krajewski stated that Resident A and Resident B’s Assessment Plans for AFC Residents allows for Resident A and Resident B to perform household chores.

On 02/08/2024 I emailed complaint allegations to Adult Protective Services Centralized Intake.

On 02/10/2024 I received and reviewed a facsimile from licensee designee Debra Krajewski. The facsimile contained the facility’s menu. I reviewed that the menu indicates residents are served sandwiches and accompaniments almost daily.

On 02/15/2024 I completed an Exit Conference with Licensee Designee Debra Krajewski while onsite. Ms. Krajewski stated that she did not agree with this special investigation finding. Ms. Krajewski stated that she would like residents’ legal guardians to be present during resident interviews as a means to “get to the bottom of things”.

<b>APPLICABLE RULE</b>	
<b>R 400.14201</b>	<b>Qualifications of administrator, direct care staff, licensee, and members of household; provision of names of employee, volunteer, or member of household on parole or probation or convicted of felony; food service staff.</b>
	<b>(14) A home that is licensed for 7 or more residents shall have a minimum of 1 individual who is qualified by training, experience, and performance to be responsible for food preparation. Additional food service staff shall be employed as necessary to ensure regular and timely meals.</b>
<b>ANALYSIS:</b>	Resident A and Resident B stated that they prepare lunches for facility residents.

	<p>License Designee Debra Krajewski and staff Joyce Smith both stated that Resident A and Resident B prepare lunches for facility residents.</p> <p>Resident A and Resident B prepare meals for facility residents despite not being food service staff or qualified to be responsible for food preparation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION: Residents are given a list of chores, including tasks meant for staff to complete.**

**INVESTIGATION:** On 02/07/2024 complaint allegations were received from the BCAL online complaint system. The complaint stated that Resident A reported a long list of chores that she had been told to do by staff member Joyce, and that when she got home, she would have to prepare the other residents' lunch. The complaint further alleged that Resident A reported that it was "her job", and that Ms. Smith was paying her to clean and complete other tasks around the house. The complaint alleged that Resident A reported that there were other residents who were also being paid to do things around the home and Resident A stated that if she said no to helping or completing certain tasks, that "Joyce would get mad". The complaint stated that Resident A asked, not to talk to anyone about Joyce because then she might not get her paycheck.

On 02/07/2024 I completed an unannounced onsite investigation at the facility and privately interviewed staff Joyce Smith, Resident A, and Resident B.

Staff Joyce Smith stated that Resident A and Resident B voluntarily complete household chores such as preparing "sandwiches" for facility residents and serving meals. Ms. Smith stated residents also sweep, wipe down tables and perform light housework. Ms. Smith stated that not every resident has to help but Resident A and Resident B choose to do so voluntarily. Ms. Smith stated that Resident A and Resident B are paid monetarily for completing the household chores that Ms. Smith characterized as "a donation out of kindness". Ms. Smith stated that if Resident A or Resident B refuse to complete household chores, Ms. Smith says "that's okay, I'll do it".

Licensee Designee Debra Krajewski, stated via telephone, that residents are given money when they help out. Ms. Krajewski stated that the amount of compensation provided to residents for completing household chores varies from 20-40 dollars per month. Ms. Krajewski stated that residents are compensated for their voluntary work and can choose not to complete household tasks without fear of retaliation from facility staff. Ms. Krajewski stated that by providing residents the opportunity to complete household tasks it allows residents to "feel valued".

Resident A stated that she is paid to complete household chores by Ms. Smith. Resident A stated that she serves residents food, cleans bathrooms, sweeps, mops, and wipes tables among other household tasks. Resident A stated that she is paid between 60 to 100 dollars a month by Ms. Smith for completing the household chores. Resident A stated that she completes the chores voluntarily and enjoys receiving financial compensation for completing the tasks. Resident A stated that Ms. Smith “raises her voice” at Resident A if Resident A doesn’t clean well enough. Resident A stated that Ms. Smith wants Resident A’s cleaning to be perfect and will “knock our money off” if the cleaning isn’t perfect. Resident A stated that she typically stays up until 10:00 PM cleaning while Ms. Smith is working, and Resident A has sporadically stayed up until 1:00 AM cleaning residents’ bathrooms. Resident A stated that when she has refused to complete household chores Ms. Smith has “raised her voice” and stated, “well good, I’ll get (Resident B) to do it”. Resident A stated that Resident B hates to do the household chores but will do them because she enjoys the compensation.

Resident B presented as crying and upset. Resident B stated that while she was waiting be interviewed, Ms. Smith confronted Resident B and informed her that she was “fired” from completing the household chores. Resident B stated Ms. Smith told Resident B that she filed the Special Investigation Complaint, and that it was her fault that licensing was investigating the allegations. Resident B stated that she is paid “50 dollars per month” for completing household chores. Resident B stated that she sweeps, mops, serves food, and prepares residents’ lunches on the days that Ms. Smith is working. Resident B stated that Ms. Smith raises her voice towards her if Ms. Smith feels she has not cleaned well enough. Resident B acknowledged that she voluntarily completes the household chores because she enjoys receiving a “paycheck”.

On 02/08/2024 I interviewed the complainant via telephone. The complainant stated that on 02/06/2024 Resident A reported that she prepares lunches for facility residents, mops floors, cleans out the dishwasher filter, and listed quite a few tasks she completes for money. The complainant stated that Resident A reported that staff Joyce Smith pays Resident A a “paycheck” for completing the facility cleaning tasks. The complainant stated that Resident A reported that she was “afraid” of Ms. Smith yelling at Resident A for not completing the household cleaning tasks.

On 02/08/2024 I interviewed licensee designee Debra Krajewski via telephone. Ms. Krajewski stated that Resident A and Resident B complete household chores voluntarily and are paid a small stipend for voluntarily completing the tasks. Ms. Krajewski stated that Resident A and Resident B’s Assessment Plans for AFC Residents allows for Resident A and Resident B to perform household chores. Ms. Krajewski stated that she has never observed Ms. Smith mistreat residents and stated that Resident A and Resident B are not truthful and non-credible.



On 02/10/2024 I received and reviewed a facsimile from licensee designee Debra Krajewski. The facsimile contained Resident A and Resident B’s Assessment Plan for AFC Residents. Resident A’s Assessment Plan was signed 04/18/2023 and indicates Resident A requires staff assistance with eating/feeding, toileting, bathing, grooming, personal hygiene, and dressing. It also indicates Resident A participates in household chores with “light housework” and “enjoys helping staff”. Resident B’s Assessment for AFC Resident was signed 09/26/2023 and indicates Resident B participates in household chores by “personal choice” in the form of “light housework”.

On 02/15/2024 I completed an Exit Conference with Licensee Designee Debra Krajewski while onsite. Ms. Krajewski stated she agreed with this special investigation finding.

<b>APPLICABLE RULE</b>	
<b>R 400.14303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(1) Care and services that are provided to a resident by the home shall be designed to maintain and improve a resident's physical and intellectual functioning and independence. A licensee shall ensure that all interactions with residents promote and encourage cooperation, self-esteem, self-direction, independence, and normalization.</b>
<b>ANALYSIS:</b>	<p>Resident A’s Assessment Plan indicates Resident A requires staff assistance with eating/feeding, toileting, bathing, grooming, personal hygiene, and dressing. It also indicates Resident A participates in household chores with “light housework” and “enjoys helping staff”. Resident B’s Assessment Plan indicates Resident B participates in household chores by “personal choice” in the form of “light housework”.</p> <p>Resident A stated that she serves residents food, cleans bathrooms, sweeps, mops, and wipes tables among other household tasks. Resident A stated she is paid between “60 to 100 dollars a month” from Ms. Smith for completing the household chores. Resident A stated that she completes the chores voluntarily and enjoys receiving financial compensation for completing the tasks. Resident A stated that Ms. Smith “raises her voice at” Resident A if Resident A doesn’t “clean well enough”. Resident A stated that Ms. Smith wants Resident A’s cleaning to be “perfect” and will “knock our money off” if the cleaning isn’t perfect. Resident A stated that she typically stays up until 10:00 PM cleaning while Ms. Smith is working, and</p>

	<p>Resident A has sporadically stayed up until 1:00 AM cleaning residents' bathrooms.</p> <p>Resident B stated that she is paid "50 dollars per month" for completing household chores. Resident B stated that she sweeps, mops, serves food, and prepares residents' lunches on the days that Ms. Smith is working. Resident B stated that Ms. Smith raises her voice towards Resident B if Ms. Smith feels Resident B has not cleaned well enough. Resident B acknowledged that she voluntarily completes the household chores because she enjoys receiving a "paycheck".</p> <p>There is insufficient evidence to substantiate violation of the applicable rule. Evidence indicates that Resident A and Resident B are able to complete light housework.</p>
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**ADDITIONAL FINDING: Facility staff Joyce Smith verbally mistreats residents.**

**INVESTIGATION:** On 02/07/2024 I completed an unannounced onsite investigation at the facility and privately interviewed staff Joyce Smith, Resident A, and Resident B.

Staff Joyce Smith stated that the current allegations were the result of Resident B lying to her case manager. Ms. Smith stated that Resident B is a "liar" and "lucky" that she is allowed to reside at the facility because Resident B "creates drama and turmoil" at the home due to her mental illness.

Resident A stated multiple times during the interview that she was afraid that if she spoke about Ms. Smith, Ms. Smith would "confront me about it". Resident A stated several times during the interview "please don't tell Joyce because I'm going to get in trouble". Resident A stated that getting in trouble meant Ms. Smith would raise her voice at Resident A and confront her regarding speaking to others. Resident A stated that Ms. Smith raises her voice at Resident A if Resident A doesn't clean well enough. Resident A stated that Ms. Smith wants Resident A's cleaning to be perfect and will "knock our money off" if the cleaning isn't perfect. Resident A stated that when she has refused to complete the household chores Ms. Smith has "raised her voice" and stated, "well good, I'll get (Resident B) to do it".

Resident B stated that she no longer wanted to reside at the facility because Ms. Smith is unkind to her and "yells" at her. Resident B stated that while Resident B was waiting to be interviewed, Ms. Smith confronted Resident B and informed Resident B that Resident B was "fired" from completing the household chores. Resident B stated Ms. Smith told Resident B that Resident B filed the

Special Investigation Complaint, and it was her fault that licensing was investigating the allegations. Resident B stated that she sweeps, mops, serves food, and prepares residents' lunches on the days that Ms. Smith is working. Resident B stated that Ms. Smith raises her voice towards Resident B if Ms. Smith feels Resident B has not cleaned well enough.

On 02/08/2024 I interviewed Licensee Designee Debra Krajewski via telephone. Ms. Krajewski stated she has never observed Ms. Smith mistreat any residents and she provides them "stability".

On 02/14/2024 I completed a LARA file review for facility AM410285333. I observed that Special Investigation 2024A0583001 indicated that this facility was found to be in violation of R 400.14305 (3) due to staff Joyce Smith verbally mistreating residents. The approved Corrective Action Plan stated that the licensee designee, Debra Krajewski, would provide staff with continual training and monitor monthly for compliance.

On 02/15/2024 I completed an Exit Conference with Licensee Designee Debra Krajewski while onsite. Ms. Krajewski stated that she did not agree with this special investigation finding. Ms. Krajewski stated that she would like residents' legal guardians to be present during resident interviews as a means to "get to the bottom of things".

<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>	<p>Resident A stated multiple times during the interview that she was afraid that if she spoke about staff Joyce Smith, Ms. Smith would "confront me about it". Resident A stated several times during the interview, "please don't tell Joyce", because "I'm going to get in trouble". Resident A stated that getting in trouble meant Ms. Smith would raise her voice at Resident A and confront her regarding speaking to others. Resident A stated that Ms. Smith raises her voice at Resident A if Resident A doesn't clean well enough.</p> <p>Resident B stated that she no longer wants to reside at the facility because Ms. Smith is unkind to her and "yells" at her. Resident B stated that while Resident B was waiting to be interviewed, Ms. Smith confronted Resident B and informed Resident B that Resident B was "fired" from completing the</p>

	<p>household chores. Resident B stated that Ms. Smith raises her voice towards Resident B if Ms. Smith feels Resident B has not cleaned well enough.</p> <p>A preponderance of evidence was discovered during the Special Investigation to substantiate violation of the applicable rule. Staff Joyce Smith does not treat facility residents with dignity.</p>
<b>CONCLUSION:</b>	<b>REPEAT VIOLATION ESTABLISHED</b> <b>Special Investigation 2024A0583001 11/01/2023</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable Corrective Action Plan, I recommend no change to the license.



02/15/2024

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Toya Zylstra  
Licensing Consultant

Date

Approved By:



02/16/2024

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Jerry Hendrick  
Area Manager

Date