



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 14, 2023

Peggy Root
411 Silver Street
Reading, MI 49274

RE: License #: AM300008365
Investigation #: 2023A1032026
Heritage House AFC

Dear Ms. Root:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If 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 "Dwight Forde".

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM300008365
Investigation #:	2023A1032026
Complaint Receipt Date:	01/20/2023
Investigation Initiation Date:	01/24/2023
Report Due Date:	03/21/2023
Licensee Name:	Peggy Root
Licensee Address:	411 Silver Street Reading, MI 49274
Licensee Telephone #:	(517) 283-1478
Name of Facility:	Heritage House AFC
Facility Address:	121 West State Street Reading, MI 49274
Facility Telephone #:	(517) 283-3152
Original Issuance Date:	08/02/1993
License Status:	REGULAR
Effective Date:	04/23/2022
Expiration Date:	04/22/2024
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Peggy Root verbally abused Resident A.	No
The ramp was not well maintained.	No
Additional Findings	No

III. METHODOLOGY

01/20/2023	Special Investigation Intake 2023A1032026
01/24/2023	Special Investigation Initiated - Letter Incident Report received
01/27/2023	Inspection Completed On-site Interview with Licensee Peg Root and Resident B
02/02/2023	Contact - Telephone call made Interview with complainant
03/02/2023	Contact - Face to Face Interview with Resident A and employee Allyson Baker
03/03/2023	Exit Conference

ALLEGATION:

Peggy Root verbally abused Resident A.

INVESTIGATION:

On 1/20/23, this intake was received as a denied Adult Protective Services referral.

On 1/24/23, I received an Incident Report, documenting Resident A's fall. The document reflects that Resident A refused medical treatment initially.

On 1/27/23, I interviewed licensee Peg Root in the home. Ms. Root denied that she used demeaning language toward Resident A after Resident A fell while walking outside. Ms. Root clarified that Resident A recently broke her ankle after falling on

the outside ramp after snow fall. Ms. Root stated that Resident A walks with a shuffling gait, and that she has prompted Resident A to be mindful of the way she walks. Ms. Root recalled occasions when Resident A would perform personal care independently, then ask for assistance on other days, and that she advised Resident A that she could perform those duties and did not require help. Ms. Root stated that she received reports that Resident A was exhibiting similar behaviors while in the hospital.

I interviewed Resident B in the home. Resident B denied hearing Ms. Root speak to Resident A in a derogatory manner after Resident A fell, or thereafter, when she was ultimately transferred to the hospital.

On 2/2/23, I interviewed the complainant via telephone. The complainant stated that Resident A had returned to the home and that there were no issues, that a complaint was unnecessary and wanted it retracted.

On 3/1/23, I interviewed Resident A in the home. Resident A provided no further information other than she was doing well in the home. She was observed with a pair of sneakers on her foot, sitting on a rocking chair. Her boot was next to her on the floor.

Employee Allyson Baker stated that Resident A is allowed to wear a pair of tennis shoes in the home, but for long distances needs to put on her boot.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.
ANALYSIS:	Based on interviews with Ms. Root, Resident B and the complainant, who wanted the complaint retracted, it seems there is no validity to this allegation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The ramp was not well maintained.

INVESTIGATION:

On 1/27/23, Ms. Root acknowledged that there was snow on the ground, as it had been snowing that day. She stated that there were periods where the snow and ice were removed from the ramp and sidewalk. She stated that she advised Resident A that it had been snowing and to be careful outside. Ms. Root remarked that Resident A walks with a shuffling gait, despite repeated prompts to be mindful of her steps.

I observed the ramp to the home to be free of ice or snow, during the onsite inspection.

On 1/27/23, Resident B denied that there were any hazards in the walkway that would contribute to Resident A falling. Resident B stated that he knew this because he had shoveled the ramp.

On 2/2/23, the complainant did not provide any information other than a need to discontinue the investigation.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(12) Sidewalks, fire escape routes, and entrances shall be kept reasonably free of hazards, such as ice, snow, and debris.
ANALYSIS:	Based on interviews with Resident B, Ms. Root and the complainant, there is insufficient evidence to establish a violation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to the status of this license.

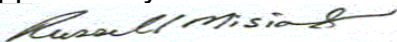


3/14/23

Dwight Forde
Licensing Consultant

Date

Approved By:



3/20/23

Russell B. Misiak
Area Manager

Date