



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 27, 2022

Vicky Cates
3960 Sharp Rd.
Adrian, MI 49256

RE: License #: AM460095319
Investigation #: 2022A1032002
New Beginnings AFC

Dear Ms. Cates:

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 dark ink, 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

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

I. IDENTIFYING INFORMATION

License #:	AM460095319
Investigation #:	2022A1032002
Complaint Receipt Date:	03/31/2022
Investigation Initiation Date:	04/01/2022
Report Due Date:	04/30/2022
Licensee Name:	Vicky Cates
Licensee Address:	3960 Sharp Rd. Adrian, MI 49256
Licensee Telephone #:	(517) 902-3950
Administrator/Licensee Designee:	Vicki Cates
Name of Facility:	New Beginnings AFC
Facility Address:	211 E. Main Street Morenci, MI 49256
Facility Telephone #:	(517) 458-6926
Original Issuance Date:	05/24/2001
License Status:	REGULAR
Effective Date:	03/21/2022
Expiration Date:	03/20/2024
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED
--	------

II. ALLEGATION(S)

	Violation Established?
Staff are punishing Resident A for soiling her clothing.	No
Additional Findings	No

III. METHODOLOGY

03/31/2022	Special Investigation Intake 2022A1032002
04/01/2022	Special Investigation Initiated - Telephone
04/20/2022	Inspection Completed On-site Contact-email from Relative A1
04/21/2022	Contact - Telephone call made Guardian A
05/12/2022	Contact - Face to Face Theresa Morey
05/24/2022	Exit Conference

ALLEGATION:

Staff are punishing Resident A for soiling her clothing.

INVESTIGATION:

On 4/1/22, I interviewed Relative A1 by telephone. Relative A1 stated that there had been prior conflicts with the home in the past regarding treatment of residents but that new staff were hired.

On 4/20/22, I interviewed home manager Theresa Morey at the home. Ms. Morey denied that Resident A's phone was taken away as punishment for soiling herself. She stated that the phone was inoperable. She reported that on a recent visit with family members, Resident A was provided a tablet. I observed the tablet in the living

room on a charger. She stated that Resident A typically contacts relatives either at 2PM or 7PM. Ms. Morey stated that Resident A has become agitated in the past after having contact with her relatives, and that staff have encouraged her to end the call so that her anger did not escalate further. She denied that punishment is ever used for accidents or problems with toileting. She stated that when Resident A gets agitated, she is encouraged in a soothing voice to calm down and accept redirection to a less stressful activity, such as watching TV.

On 4/20/22, I interviewed Resident A at the home. She was unable to communicate beyond a few noises. She appeared to be in a good mood and smiled.

On 4/20/22, I interviewed Resident B at the home. She stated that the home manager takes good care of the residents, and she is satisfied with her treatment.

I reviewed Resident A's resident care agreement and there was no allowance for withholding personal items.

On 4/20/22, I received an email from Relative A1 that that read the family had supplied Resident A with a tablet since the phone was deemed inoperable.

On 4/21/22, I interviewed Resident A's legal guardian Barbara Foote by telephone. Ms. Foote stated that she is satisfied with Resident A's care and that Resident A has been thriving at the home.

APPLICABLE RULE	
R 400.14307	Resident behavior interventions generally.
	(4) Intervention techniques shall not be used for the purpose of punishment, discipline, or for the convenience of staff.
ANALYSIS:	Ms. Morey denied that punishment was used to address Resident A soiling her clothing. While I was not able to interview Resident A, another resident was interviewed and she denied any issues related to care. Relative A1 and the legal guardian both communicated that Resident A had a device that allowed her to communicate with her family and that she was thriving at the home.
CONCLUSION:	VIOLATION NOT ESTABLISHED

Additional Findings:

INVESTIGATION:

On 4/27/22, I received a call from a Lenawee County CMH peer support person indicating that Theresa Morey and another resident were engaged in a shouting match. The individual stated that she was wrapping up her term with the agency and was visiting another resident there when this occurred.

On 5/12/22 I made an unannounced call to the home. Theresa Morey was interviewed. She stated that she did not engage in a shouting match with another resident but had to firmly direct a resident to give her space as she felt he had invaded her boundaries. She indicated that the resident in question has mood instability issues and had experienced a medication change. She stated that she does not disrespect residents and was mindful of prior issues with the past home manager who had in fact done so.

I interviewed Resident C. He stated that he has anger problems and has lived at the home for over 2 years. He stated that he did get loud with Theresa Miller a few weeks ago. He stated that he woke up angry about a situation involving money and another resident and demanded that Theresa take action. He stated that Theresa did have to tell him to get out of her face. He stated that he recently experienced a medication change. He stated that there are other residents who get loud as well sometimes. He acknowledged that he is much larger in stature than Theresa. He stated that he hopes to get individual therapy for his anger issues and that he hopes that his CMH worker can help find a provider. He stated that in the past Theresa has used a phone to facilitate telemed appointments, but he hopes to get in person appointments. He stated that Theresa does help with reminders for his schedule. He stated that he did not feel disrespected.

I interviewed Resident D. She was outside the home on the front porch. She stated that Theresa Miller did not recently engage in a shouting match with any of the residents. She stated that the home functions smoothly.

On 5/24/22 I conducted an Exit Conference with Vicki Cates, Licensee. I discussed the findings of the investigation, that there did not appear to be evidence to support rule violations. Ms. Cates agreed with the findings.

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:	Interviews were conducted with Theresa Morey, Resident C and Resident D. Resident C acknowledged that he does get loud and angry but that Ms. Morey is firm in redirecting him. He denied feeling disrespected.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to the current license status.

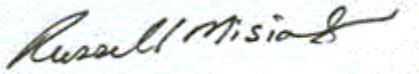


5/24/22

Dwight Forde
Licensing Consultant

Date

Approved By:



7/27/22

Russell B. Misiak
Area Manager

Date